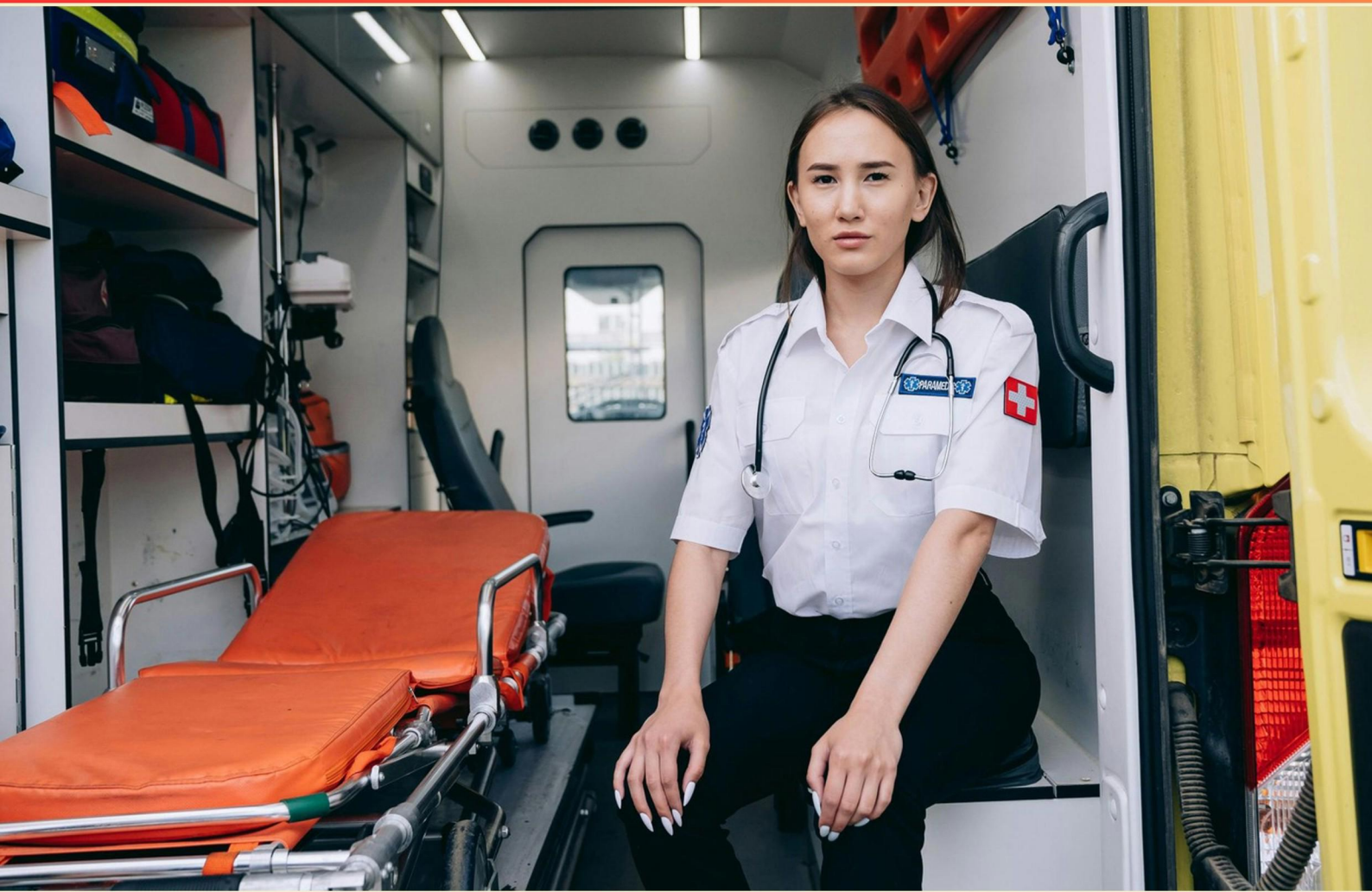


RELIAS CASE MANAGEMENT ASSESSMENT A PRACTICE TEST (SAMPLE) STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. In case management, what does "care coordination" specifically refer to?**
 - A. Unilateral communication between providers.
 - B. Organizing services among multiple participants.
 - C. Managing financial resources only.
 - D. Providing services in isolation.
- 2. How can case managers effectively support mental health patients?**
 - A. By restricting access to services
 - B. By providing resources and therapy referrals
 - C. By minimizing patient contact
 - D. By focusing solely on medication management
- 3. Which of the following best describes a primary role of a case manager?**
 - A. Administering medication to patients
 - B. Navigating patients through the healthcare system and coordinating their care
 - C. Performing surgery on patients
 - D. Conducting research on disease prevention
- 4. Which practice is essential for enhancing patient engagement in chronic disease management?**
 - A. Limiting access to information about their conditions
 - B. Providing continuous educational opportunities
 - C. Simplifying communication methods
 - D. Encouraging a hands-off approach to care
- 5. What does the term "transitional care" in case management refer to?**
 - A. The process of charging patients for services
 - B. The method of transferring electronic records
 - C. The coordination of a patient's transfer between care settings
 - D. The management of a patient's long-term care

- 6. What is one of the most important critical thinking scopes and knowledge areas for CMRNs?**
- A. Patient satisfaction metrics
 - B. Continued knowledge of changes to healthcare practice and policies
 - C. Ability to assess patient medications
 - D. Experience with specific patient populations
- 7. How might case managers improve medication adherence?**
- A. By providing medication without any education
 - B. By referring patients to pharmacists only
 - C. By educating patients about their medications and managing side effects
 - D. By limiting communication regarding medication changes
- 8. Which of the following best describes the role of a nurse navigator for oncology patients?**
- A. Scheduling surgeries for patients
 - B. Managing medications for chemotherapy
 - C. Guiding patients through the healthcare system
 - D. Providing physical therapy services
- 9. What impact do socioeconomic factors have on patient health outcomes?**
- A. They have no significant effect.
 - B. They solely affect physical health.
 - C. They can limit access to care.
 - D. They only apply to mental health.
- 10. How can case managers support patient education?**
- A. By diagnosing medical conditions
 - B. By providing information on conditions and treatment options
 - C. By administering medication directly
 - D. By conducting follow-up surgeries

Answers

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1. B
2. B
3. B
4. B
5. C
6. B
7. C
8. C
9. C
10. B

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Explanations

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1. In case management, what does “care coordination” specifically refer to?

- A. Unilateral communication between providers.
- B. Organizing services among multiple participants.**
- C. Managing financial resources only.
- D. Providing services in isolation.

Care coordination specifically refers to the organized approach among multiple participants in a patient's care. This involves various healthcare providers, specialists, social workers, and often the patients themselves working collaboratively to create and implement a comprehensive care plan. The goal of care coordination is to ensure that all aspects of a patient's care are aligned and integrated, leading to improved patient outcomes and more efficient use of resources. Effective care coordination takes into account the overall health needs of the patient and facilitates communication, reduces duplication of services, and helps manage transitions between different settings, such as from hospital to home. This collaborative model of care helps ensure that the patient receives appropriate resources and support, thus promoting better health management and preventive care. In contrast, the other options represent a less collaborative or more limited view of the care process. Unilateral communication between providers does not facilitate a comprehensive understanding or mutual agreement on patient needs. Focusing solely on financial resources or providing services in isolation can lead to fragmented care, which often results in poorer health outcomes for patients.

2. How can case managers effectively support mental health patients?

- A. By restricting access to services
- B. By providing resources and therapy referrals**
- C. By minimizing patient contact
- D. By focusing solely on medication management

Providing resources and therapy referrals is a fundamental way case managers can effectively support mental health patients. This approach ensures that patients have access to a wide range of services, including therapeutic interventions, community support programs, and educational resources that are vital for their recovery and well-being. By facilitating connections to qualified mental health professionals, case managers can help patients navigate their treatment options, which promotes a more comprehensive approach to mental health care. This not only addresses immediate concerns but also supports long-term mental health maintenance and resilience. Access to diverse resources empowers patients to take an active role in their recovery, fostering independence and confidence. Referrals also ensure that patients receive appropriate and timely care tailored to their individual needs, which is crucial in the often complex landscape of mental health treatment.

3. Which of the following best describes a primary role of a case manager?

- A. Administering medication to patients
- B. Navigating patients through the healthcare system and coordinating their care**
- C. Performing surgery on patients
- D. Conducting research on disease prevention

The primary role of a case manager is to navigate patients through the healthcare system and coordinate their care. This involves assessing the needs of patients, developing individualized care plans, and ensuring that patients have access to necessary services and resources. Case managers work to eliminate barriers to care, help patients understand their treatment options, and provide support throughout their healthcare journey. This coordination is vital in managing patient care effectively, improving outcomes, and enhancing the overall patient experience. In contrast, administering medication is typically the responsibility of licensed healthcare professionals, performing surgery is solely within the domain of surgeons and trained medical personnel, and conducting research on disease prevention is generally associated with academic and scientific roles rather than the direct management of patient care. These activities, while essential in the healthcare landscape, do not align with the core function of a case manager who focuses on guiding and supporting patients through their treatment plans and navigating health services.

4. Which practice is essential for enhancing patient engagement in chronic disease management?

- A. Limiting access to information about their conditions
- B. Providing continuous educational opportunities**
- C. Simplifying communication methods
- D. Encouraging a hands-off approach to care

Providing continuous educational opportunities is essential for enhancing patient engagement in chronic disease management because it empowers patients with the knowledge they need to understand their conditions and make informed decisions about their health. When patients are educated about their diseases, treatment options, and the implications of their lifestyle choices, they are more likely to actively participate in their own care and management strategies. Education can take many forms, such as workshops, informational materials, or one-on-one counseling sessions. This ongoing support helps patients develop self-management skills, encourages adherence to treatment plans, and fosters a sense of ownership over their health. Well-informed patients are typically more motivated to engage with their healthcare providers, ask questions, and take an active role in their treatment plans, resulting in better health outcomes and improved satisfaction with care. In contrast, approaches that limit access to information, simplify communication methods to a degree that reduces understanding, or promote a hands-off approach would not encourage patient engagement. Such practices can lead to confusion, a sense of helplessness, and ultimately disengagement from the management of their health. This makes continuous education a foundational practice in fostering an environment where patients feel equipped and motivated to take charge of their chronic disease management.

5. What does the term "transitional care" in case management refer to?

- A. The process of charging patients for services
- B. The method of transferring electronic records
- C. The coordination of a patient's transfer between care settings**
- D. The management of a patient's long-term care

Transitional care in case management specifically refers to the coordination of a patient's transfer between different care settings, such as from a hospital to a rehabilitation facility or home care. This process is essential for ensuring that patients receive the appropriate follow-up care and support as they move along their healthcare journey, thereby reducing the risk of complications, unnecessary readmissions, and gaps in care. Effective transitional care involves thorough communication among healthcare providers, patients, and their families to ensure that everyone is informed about the patient's care plan, medication management, and any necessary follow-up appointments. This coordination is vital to establish a seamless experience for the patient, fostering recovery and continuity of care in a way that meets their needs as they transition between different health services. Other options focus on unrelated concepts. For instance, charging patients for services pertains to billing processes, which do not directly relate to the flow of care. Similarly, transferring electronic records addresses the technical aspects of data management, which are distinct from the clinical and interpersonal coordination seen in transitional care. Lastly, managing a patient's long-term care involves ongoing management strategies rather than the immediate transitions between care settings that transitional care emphasizes.

6. What is one of the most important critical thinking scopes and knowledge areas for CMRNs?

- A. Patient satisfaction metrics
- B. Continued knowledge of changes to healthcare practice and policies**
- C. Ability to assess patient medications
- D. Experience with specific patient populations

Maintaining an ongoing awareness of changes in healthcare practices and policies is crucial for Case Management Registered Nurses (CMRNs). This knowledge enables them to provide effective and current care that aligns with the latest standards, regulations, and innovations in the healthcare system. Understanding these changes not only impacts the quality of care provided to patients but also ensures compliance with legal and ethical obligations in nursing practice. Being informed about policy developments allows CMRNs to navigate the complexities of the healthcare landscape, advocate for their patients, and optimize care transitions, ultimately enhancing patient outcomes. The other options, while important in their own right, are more specific tools or skills rather than overarching knowledge areas that can critically shape the practice of case management. Engaging with patient satisfaction metrics, assessing medications, and having experience with particular patient populations are all valuable, but they are grounded in the context of broader healthcare practices and policies. Without a solid understanding of these foundational changes, CMRNs may struggle to effectively apply these other skills within the rapidly evolving healthcare environment.

7. How might case managers improve medication adherence?

- A. By providing medication without any education
- B. By referring patients to pharmacists only
- C. By educating patients about their medications and managing side effects**
- D. By limiting communication regarding medication changes

Improving medication adherence is crucial in ensuring that patients achieve positive health outcomes, and educating patients about their medications is a foundational aspect of effective case management. When case managers educate patients, they provide critical information about how the medications work, their benefits, and potential side effects. This knowledge empowers patients to understand the importance of adhering to their prescribed regimen and encourages them to take an active role in their own health care. Furthermore, discussing side effects is essential because it helps patients anticipate and manage any adverse effects, which can be a common barrier to adherence. When patients feel informed and supported in managing their medications, they are more likely to follow their treatment plans consistently. In contrast, simply providing medications without education could lead to confusion and mistrust, potentially decreasing adherence. Referring patients solely to pharmacists may limit the comprehensive support case managers can offer, as they play a unique role in coordinating care and supporting patients through education and resource navigation. Limiting communication regarding medication changes can also create uncertainty and disempower patients, further leading to poor adherence. Overall, a proactive approach that emphasizes patient education is a key strategy for enhancing medication adherence.

8. Which of the following best describes the role of a nurse navigator for oncology patients?

- A. Scheduling surgeries for patients
- B. Managing medications for chemotherapy
- C. Guiding patients through the healthcare system**
- D. Providing physical therapy services

The role of a nurse navigator for oncology patients is primarily focused on guiding patients through the complex healthcare system. This includes coordinating care, helping patients understand their diagnosis and treatment options, and providing support as they navigate various services and resources. Nurse navigators serve as advocates for patients to ensure they receive timely and appropriate care, addressing barriers that may arise during treatment. This role encompasses many aspects of patient care, such as assisting with appointments, educating patients on what to expect, and facilitating communication between the patient and the healthcare team. By doing so, nurse navigators enhance the patient experience, ensuring that individuals receive comprehensive support throughout their cancer journey. Other choices, while important, do not capture the holistic and guiding aspect of the nurse navigator's role in oncology care.

9. What impact do socioeconomic factors have on patient health outcomes?

- A. They have no significant effect.
- B. They solely affect physical health.
- C. They can limit access to care.**
- D. They only apply to mental health.

Socioeconomic factors play a crucial role in influencing patient health outcomes by affecting various aspects of healthcare access and quality. The correct answer highlights that these factors can limit access to care, which is a significant barrier for many individuals. When socioeconomic status is low, individuals may face challenges such as financial constraints, lack of insurance, or inability to travel to healthcare facilities. This can lead to delays in receiving care, avoidance of necessary treatments, and ultimately, poorer health outcomes. Additionally, socioeconomic factors often correlate with education levels, which can influence health literacy and the ability to navigate the healthcare system effectively. Poor socioeconomic conditions can exacerbate health disparities, making some populations more vulnerable to chronic diseases, mental health issues, and other health complications. Therefore, understanding and addressing socioeconomic barriers is essential for improving health outcomes across diverse populations.

10. How can case managers support patient education?

- A. By diagnosing medical conditions
- B. By providing information on conditions and treatment options**
- C. By administering medication directly
- D. By conducting follow-up surgeries

Case managers play a vital role in supporting patient education by providing information on medical conditions and treatment options. This aspect of their work focuses on helping patients understand their health issues, the implications of those issues, and the various treatment paths available to them. By equipping patients with knowledge, case managers empower them to make informed decisions about their care. This support is also critical for improving therapeutic adherence and enhancing patient outcomes, as individuals who understand their conditions are more likely to engage actively in their treatment plans. Case managers can facilitate discussions that clarify doubts, address concerns, and ensure that patients have a solid grasp of the information they need to navigate their health journey. In contrast, diagnosing medical conditions, administering medications, and conducting surgeries are tasks typically reserved for specialized medical professionals. Case managers support the healthcare system by bridging the gap between patients and providers, ensuring that educational needs are met as part of a comprehensive care plan.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://reliascasemgmtassmt.examzify.com>

We wish you the very best on your exam journey. You've got this!

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