

# RPB Fundamentals Practice Test (Sample)

## Study Guide



**Everything you need from our exam experts!**

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# Table of Contents

<b>Copyright</b> .....	<b>1</b>
<b>Table of Contents</b> .....	<b>2</b>
<b>Introduction</b> .....	<b>3</b>
<b>How to Use This Guide</b> .....	<b>4</b>
<b>Questions</b> .....	<b>5</b>
<b>Answers</b> .....	<b>8</b>
<b>Explanations</b> .....	<b>10</b>
<b>Next Steps</b> .....	<b>16</b>

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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. Define professional boundaries and explain why dual relationships can compromise care.**
  - A. Boundaries define appropriate relationships; dual relationships may impair judgment, create conflicts of interest, and undermine trust.**
  - B. Boundaries are optional in professional practice.**
  - C. Dual relationships always compromise care.**
  - D. A dual relationship guarantees better outcomes.**
  
- 2. Which keystroke allows you to switch between the insurance and the selfpayment posting forms?**
  - A. F5**
  - B. Ctrl+S**
  - C. F11**
  - D. Alt+P**
  
- 3. Which entity is used to track changes to data over time?**
  - A. Contacts**
  - B. Patients**
  - C. Visits**
  - D. Billing**
  
- 4. Which action helps locate an invoice not shown on the EOB?**
  - A. Type ".p" in the Invoice field to search by patient**
  - B. Search by date**
  - C. Use a different module**
  - D. Contact the payer**
  
- 5. If a denial cannot be corrected, how can you move the balance to the next payer or guarantor?**
  - A. Resubmit to the same payer**
  - B. Write off the balance**
  - C. Solicit patient payment**
  - D. NRP (Next Responsible Party)**

- 6. Which action is part of resolving an NSF payment after locating the visit in Tx Inquiry?**
- A. Click the Functions button and select Debit Adjustment**
  - B. Click the Tools button and select Reverse Payment**
  - C. Click the Settings button and select Debit Adjustment**
  - D. Click the Review button and select NSF Payment**
- 7. Which statement best describes the relationship between guarantor accounts and visits in the Foundation System?**
- A. A visit may be linked to multiple guarantor accounts**
  - B. Only one guarantor account can be linked to a visit**
  - C. A visit does not require a guarantor**
  - D. Every visit needs a guarantor and it must be linked to the patient**
- 8. What rights do patients typically hold regarding access to and amendments of their medical records?**
- A. Right to access, request corrections or amendments, and restrict distribution in line with policy and legal requirements.**
  - B. Right to access only, with no ability to request corrections.**
  - C. Right to decide billing policies and insurance contracts.**
  - D. Right to grant access to any third party without policy.**
- 9. What is the role of the Plan-Do-Study-Act cycle in quality improvement?**
- A. Plan the next test.**
  - B. Do the change.**
  - C. Study results and decide next steps.**
  - D. Archive the data.**
- 10. What are effective methods to assess and ensure practitioner competency and ongoing professional development?**
- A. Competency assessments, supervised practice, reflective practice, and verification of continuing education credits.**
  - B. Annual self-assessment without external verification.**
  - C. Random guessing about skill level.**
  - D. Only attendance at conferences, regardless of practice.**

## Answers

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

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## **Explanations**

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**1. Define professional boundaries and explain why dual relationships can compromise care.**

**A. Boundaries define appropriate relationships; dual relationships may impair judgment, create conflicts of interest, and undermine trust.**

**B. Boundaries are optional in professional practice.**

**C. Dual relationships always compromise care.**

**D. A dual relationship guarantees better outcomes.**

Professional boundaries define appropriate, professional relationships and keep the focus on the client's needs. When a dual relationship exists—where the professional has another role with the client outside the therapeutic or clinical context, such as a friend, family member, or business associate—the lines between roles can blur. This can impair judgment because personal involvement or outside interests may influence clinical decisions, consciously or unconsciously. It also creates conflicts of interest, making it harder to remain objective and to put the client's welfare first. Most importantly, boundaries protect trust; once clients feel the professional's objectivity is compromised or that the relationship is more about the professional's needs than theirs, trust erodes and the effectiveness of care declines. So the best answer captures that boundaries define appropriate relationships and that dual relationships can impair judgment, create conflicts of interest, and undermine trust.

**2. Which keystroke allows you to switch between the insurance and the selfpayment posting forms?**

**A. F5**

**B. Ctrl+S**

**C. F11**

**D. Alt+P**

Switching quickly between related forms is often handled with a dedicated keyboard shortcut so you can stay on the keyboard and move between views without extra clicks. In this system, F11 is mapped to cycle or toggle between the insurance form and the selfpayment posting form. Pressing it instantly switches you to the other form, which speeds up data entry and review. This is different from saving (Ctrl+S), refreshing (F5), or opening a menu (Alt+P), which are unrelated actions. If F11 doesn't respond, check whether function keys are set to hardware controls on your keyboard (you might need Fn+F11) or whether the shortcut is configurable in the application.

### 3. Which entity is used to track changes to data over time?

- A. Contacts**
- B. Patients**
- C. Visits**
- D. Billing**

Tracking changes to data over time relies on keeping a history of how values change and when they change. The Contacts entity is a natural place for this because contact details (phone numbers, addresses, relationships) are the kinds of fields that frequently update. By storing these details in an entity where updates are timestamped and previous values can be retained, you can trace how contact information has evolved over time. The other options don't inherently serve this historical role: a patient represents the person, visits are events, and billing reflects financial activity. They don't by themselves provide a built-in history of data changes.

### 4. Which action helps locate an invoice not shown on the EOB?

- A. Type ".p" in the Invoice field to search by patient**
- B. Search by date**
- C. Use a different module**
- D. Contact the payer**

When an invoice isn't shown on the EOB, the most effective move is to search by patient in the Invoice field using a special prefix. Typing a command like .p before the patient's name signals the system to perform a patient-based search, pulling up all invoices tied to that patient. This helps you locate the specific invoice even if it isn't displayed on the EOB, because the EOB only reflects paid items, while the system's patient search brings up the underlying records linked to that patient. Searching by date is more limited and may miss the invoice if it isn't associated with the exact date shown on the EOB, using a different module won't address the missing record in the current workflow, and contacting the payer doesn't reveal internal invoices in your system. So, using the patient-based search with the .p prefix is the right approach.

**5. If a denial cannot be corrected, how can you move the balance to the next payer or guarantor?**

- A. Resubmit to the same payer**
- B. Write off the balance**
- C. Solicit patient payment**
- D. NRP (Next Responsible Party)**

When a denial cannot be corrected, the next move is to shift the responsibility to the party who is legally liable after the primary payer—the Next Responsible Party. This concept comes from coordination of benefits, where multiple payers or a payer and a guarantor share or transfer liability for a claim. If the primary denial isn't fixable, you check who else is responsible (secondary insurer, patient/guarantor, employer plans, etc.) and route the balance to that party. Using the Next Responsible Party mechanism in the billing system ensures the claim or balance is sent to the correct subsequent payer or guarantor, with proper documentation of the denial and the reason for moving the liability. This approach aligns with COB rules and keeps the workflow moving toward reimbursement rather than prematurely writing off the balance or repeatedly billing the same payer. Resubmitting to the same payer isn't helpful when the denial cannot be corrected. Writing off the balance would prematurely conclude there's no liability when another party may be responsible. Soliciting patient payment can be appropriate eventually, but if there is a recognized next liable party, the proper step is to designate that party and pursue them first through the Next Responsible Party process.

**6. Which action is part of resolving an NSF payment after locating the visit in Tx Inquiry?**

- A. Click the Functions button and select Debit Adjustment**
- B. Click the Tools button and select Reverse Payment**
- C. Click the Settings button and select Debit Adjustment**
- D. Click the Review button and select NSF Payment**

When resolving an NSF payment, the needed step is to apply a debit adjustment to correct the previously posted cash receipt. After locating the visit in Tx Inquiry, you use the Functions menu to choose Debit Adjustment, which adjusts the debit entry tied to that NSF event. This action updates the patient's account and the cash ledger so you can reprocess a payment or handle the write-off per policy. The other paths don't perform this transaction-specific correction: reversing the entire payment, altering settings, or simply reviewing the NSF payment won't adjust the original debit entry needed to move forward.

**7. Which statement best describes the relationship between guarantor accounts and visits in the Foundation System?**

- A. A visit may be linked to multiple guarantor accounts**
- B. Only one guarantor account can be linked to a visit**
- C. A visit does not require a guarantor**
- D. Every visit needs a guarantor and it must be linked to the patient**

In the Foundation System, the billing relationship is that each visit is assigned to a single guarantor account. This means one visit can be connected to only one guarantor, while a single guarantor can be responsible for many visits. This single-guarantor-per-visit setup keeps billing clear: all charges, payments, and adjustments for that encounter flow through one payer, avoiding the complexity of splitting a single visit across multiple guarantors. Allowing multiple guarantors per visit would make reconciliation and posting much more complicated. While there are scenarios like self-pay or different payer configurations, the standard rule reflected here is that a visit is linked to one guarantor account.

**8. What rights do patients typically hold regarding access to and amendments of their medical records?**

- A. Right to access, request corrections or amendments, and restrict distribution in line with policy and legal requirements.**
- B. Right to access only, with no ability to request corrections.**
- C. Right to decide billing policies and insurance contracts.**
- D. Right to grant access to any third party without policy.**

Patients have rights to access their medical records, request corrections or amendments if something is inaccurate, and restrict or control how their information is shared, in line with privacy laws and facility policies. Laws like HIPAA empower individuals to inspect and obtain copies of their records, ask for changes to ensure accuracy, and request limits on disclosures to protect their privacy, with certain safeguards and exceptions. This combination of access, amendment, and disclosure restrictions is what makes the first statement the accurate reflection of typical patient rights, whereas the other options refer to billing policies or broad third-party access that aren't central to patient rights regarding medical records.

**9. What is the role of the Plan-Do-Study-Act cycle in quality improvement?**

- A. Plan the next test.**
- B. Do the change.**
- C. Study results and decide next steps.**
- D. Archive the data.**

The key idea is learning from what happened and deciding what to do next. In a Plan-Do-Study-Act cycle, after you implement a change (the Do phase), you carefully examine the results (the Study phase). This step is about analyzing data, seeing whether the change produced the expected effect, understanding any variation, and then deciding the next action—whether to adapt the change, run another small test with a modification, or abandon it altogether. That decision point guides the next cycle, driving continuous improvement. The other activities—planning the next test, carrying out the change, or simply archiving data—are parts of the process or supporting tasks, but they don't capture the core purpose of the cycle as clearly as the study-and-decide-that-next-step focus.

**10. What are effective methods to assess and ensure practitioner competency and ongoing professional development?**

- A. Competency assessments, supervised practice, reflective practice, and verification of continuing education credits.**
- B. Annual self-assessment without external verification.**
- C. Random guessing about skill level.**
- D. Only attendance at conferences, regardless of practice.**

Effective competency and ongoing development come from a structured, multi-method approach that combines objective measurement with guided practice and verified learning. Competency assessments provide concrete evidence of what a practitioner can do right now. Supervised practice offers real-world application with immediate feedback to correct errors and reinforce best practices. Reflective practice helps individuals examine their own performance, identify gaps, and plan targeted improvements. Verification of continuing education credits ensures that learning is ongoing and relevant, with external confirmation that the practitioner stays current. Relying solely on annual self-assessment lacks objective validation and can be biased; guessing about skill level isn't a reliable way to gauge competence; and attending conferences alone doesn't guarantee that knowledge or skills are actually applied in practice.

## 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](mailto:hello@examzify.com).**

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

**<https://rpbfundamentals.examzify.com>**

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

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