

WALGREENS INTERCOM PLUS INFORMATION PRACTICE EXAM (SAMPLE) STUDY GUIDE



Prepare with structure. Pass with confidence



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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. What is the correct action if you suspect a caller is trying to commit fraud?**
 - A. End the call
 - B. Ignore
 - C. Post to internal chat
 - D. Calmly collect necessary information, follow fraud-prevention protocols, and escalate to security or privacy officer.
- 2. Which action should be avoided when de-escalating an angry caller?**
 - A. Listen actively
 - B. Argue with the caller
 - C. Acknowledge feelings
 - D. Offer solutions
- 3. What is the MSC exception used for?**
 - A. Medical Safety Check
 - B. Miscellaneous: used when no other exception type applies
 - C. Multi-Source Check
 - D. Medication Specific Condition
- 4. What data should be included in an Intercom Plus activity report for audits?**
 - A. App usage statistics
 - B. Marketing preferences
 - C. Social media handles
 - D. User actions, access timestamps, PHI accessed, changes to patient records
- 5. Which option copies the transfer details from a competitor?**
 - A. Look up patient and scan in like any other script
 - B. Options - Open Copy From Competitor
 - C. Then fill out the info
 - D. Transfer to another pharmacy

- 6. What is a DAW code and when would you use it in Intercom Plus?**
- A. DAW stands for "Dispense as Written" and is used to indicate brand-name substitution preferences; use only when requested and allowed by the prescriber or policy
 - B. DAW is a discount code used for generic drugs
 - C. DAW indicates a drug's schedule classification
 - D. DAW is a patient loyalty identifier
- 7. Which Intercom Plus feature allows pharmacists to view a patient's full medication history?**
- A. Patient profile notes
 - B. Medication history view
 - C. Pharmacy alerts dashboard
 - D. Current prescriptions tab
- 8. What is the appropriate action if a caller cannot verify identity when requesting billing details?**
- A. Do not release PHI and escalate per policy until identity is verified.
 - B. Release partial information to satisfy the caller.
 - C. Refuse to assist and end the call.
 - D. Request additional personal information to verify.
- 9. What is the role of the privacy officer in Walgreens' privacy program?**
- A. To approve all software updates.
 - B. To manage marketing campaigns.
 - C. To oversee PHI handling policies, respond to incidents, and ensure compliance with HIPAA and internal rules.
 - D. To train staff on general customer service.
- 10. Which method should you use to view a patient's insurance when they do not have their card?**
- A. Use the pharmacy locator
 - B. Call customer service
 - C. Use the patient's ID card
 - D. Information, then Third Party tab; plan unassigned; FINDINS; birthdate in recipient ID

Answers

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

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Explanations

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1. What is the correct action if you suspect a caller is trying to commit fraud?

- A. End the call
- B. Ignore
- C. Post to internal chat
- D. Calmly collect necessary information, follow fraud-prevention protocols, and escalate to security or privacy officer.**

When you suspect a caller is trying to commit fraud, the proper action is to follow the fraud-prevention procedures: calmly collect only the information you need, apply the established protocols, and escalate to security or the privacy officer. This approach keeps you compliant, protects sensitive information, and brings in trained personnel who can verify identity and determine the next steps. This is the best because it prioritizes safety and policy compliance. Collecting information in a controlled way helps you assess the risk without exposing data unnecessarily. Following the approved process ensures actions are documented and consistent, and escalation to security or the privacy officer brings in someone with authority and the right tools to handle potential fraud. The other options don't fit because they bypass proper procedures and privacy safeguards. Ending the call on your own can prematurely stop the investigation or alert the fraudster. Ignoring the call misses a potential security risk. Posting to an internal chat can expose sensitive information to people who aren't authorized to see it. Sticking to the fraud-prevention protocol with proper escalation protects everyone involved and keeps the response aligned with policy.

2. Which action should be avoided when de-escalating an angry caller?

- A. Listen actively
- B. Argue with the caller**
- C. Acknowledge feelings
- D. Offer solutions

Arguing with an angry caller should be avoided because de-escalation focuses on calming the interaction and moving toward a solution, not winning an argument. Arguing tends to raise defensiveness, inflame emotions, and push the caller away from cooperating, making it harder to resolve the issue. The best approach is to listen actively to understand their concerns, acknowledge their feelings to validate their experience, and offer practical solutions or next steps to address the problem. These elements build rapport, reduce tension, and guide the conversation toward a successful resolution.

3. What is the MSC exception used for?

- A. Medical Safety Check
- B. Miscellaneous: used when no other exception type applies**
- C. Multi-Source Check
- D. Medication Specific Condition

Exceptions in Intercom Plus handle non-standard situations that arise during medication processing. MSC stands for Miscellaneous and acts as the catch-all category when none of the other exception types fit. This ensures there's a defined, auditable way to document and manage unusual or unique circumstances so the workflow can proceed safely and consistently. The other exception types address specific scenarios: Medical Safety Check covers safety-related concerns, Multi-Source Check involves verifying information from different sources, and Medication Specific Condition deals with issues tied to a particular drug or patient condition. When nothing else applies, selecting Miscellaneous provides proper tracking and handling within the system.

4. What data should be included in an Intercom Plus activity report for audits?

- A. App usage statistics
- B. Marketing preferences
- C. Social media handles
- D. User actions, access timestamps, PHI accessed, changes to patient records**

Audits rely on a complete activity trail that shows exactly who did what, when it happened, and what data was involved. Including user actions, access timestamps, PHI accessed, and changes to patient records gives investigators a precise picture of accountability and data handling, which is essential for detecting unauthorized access and verifying proper use of patient information. Data like app usage statistics, marketing preferences, or social media handles don't reveal who touched PHI or what happened to it, so they don't provide the necessary traceability for audits. This level of detail supports compliance and helps maintain data security in the system.

5. Which option copies the transfer details from a competitor?

- A. Look up patient and scan in like any other script
- B. Options - Open Copy From Competitor**
- C. Then fill out the info
- D. Transfer to another pharmacy

This tests how to import transfer details from a competitor. The way to do that is by using the option that says Options - Open Copy From Competitor. This feature directly pulls the transfer information from the competitor's record into your current transfer, so you don't have to type everything manually. It saves time and reduces the chance of transcription errors, ensuring the patient, drug, and transfer details match the source. The other actions would require manual entry or are for transferring a prescription elsewhere, not for pulling in the competitor's data, so they don't accomplish the same task.

6. What is a DAW code and when would you use it in Intercom Plus?

- A. DAW stands for "Dispense as Written" and is used to indicate brand-name substitution preferences; use only when requested and allowed by the prescriber or policy**
- B. DAW is a discount code used for generic drugs
- C. DAW indicates a drug's schedule classification
- D. DAW is a patient loyalty identifier

Dispense as Written is the instruction that prevents substituting a brand-name drug with a generic. In Intercom Plus, you would use the DAW code when the prescriber or policy requires a specific brand-name product, so the system fills exactly as written and does not substitute. This helps honor the prescriber's intent, can affect insurance and cost considerations, and ensures the patient gets the exact product, dosage form, and strength requested. It's not a discount code, not related to a drug's schedule, and not a patient loyalty identifier.

7. Which Intercom Plus feature allows pharmacists to view a patient's full medication history?

- A. Patient profile notes
- B. Medication history view**
- C. Pharmacy alerts dashboard
- D. Current prescriptions tab

Accessing a patient's full medication history is the idea being tested here. The medication history view in Intercom Plus compiles a complete record of medications the patient has been dispensed, including drug names, strengths, directions, dates of fills, quantities, and prescriber information. Having this full timeline lets you verify what the patient has taken before, check for potential drug interactions or duplications, and make safer decisions when dispensing or advising on new therapies. Other features help with related tasks but don't provide the entire historical record. Profile notes are ongoing notes about the patient and may not be organized as a complete medication history. The alerts dashboard highlights safety flags but doesn't present a full timeline of past medicines. The current prescriptions tab shows only what's active now, not past prescriptions, so it can't give you the full history of medications the patient has received.

8. What is the appropriate action if a caller cannot verify identity when requesting billing details?

- A. Do not release PHI and escalate per policy until identity is verified.**
- B. Release partial information to satisfy the caller.
- C. Refuse to assist and end the call.
- D. Request additional personal information to verify.

Protecting patient privacy means you don't share billing details unless the caller's identity is properly verified. When identity can't be verified, the appropriate action is to withhold PHI and follow the escalation process outlined in policy until identity is confirmed. This protects the caller from potential fraud and keeps confidential information secure. Releasing any information, even partial details, would breach confidentiality and isn't allowed. Ending the call isn't the goal either; instead, escalate to the appropriate privacy or supervisor workflow so the verification steps can be completed correctly. Requesting additional personal information can be part of verification only if it's permitted by policy; if those steps don't establish verified identity, escalate rather than disclose information.

9. What is the role of the privacy officer in Walgreens' privacy program?

- A. To approve all software updates.
- B. To manage marketing campaigns.
- C. To oversee PHI handling policies, respond to incidents, and ensure compliance with HIPAA and internal rules.**
- D. To train staff on general customer service.

The central idea is that the privacy officer is responsible for protecting PHI and ensuring the organization follows privacy rules. This role focuses on creating and enforcing policies for how protected health information is handled, stored, and shared, all in line with HIPAA and Walgreens' internal rules. It also involves responding to any privacy incidents or breaches, coordinating investigations, and guiding the organization on breach containment and required notifications. Additionally, the privacy officer oversees ongoing compliance, including risk assessments, audits, and staff training specific to privacy practices, to make sure the program stays aligned with both external regulations and internal policies. That's why this option is the best fit: it directly describes duties centered on PHI handling policies, incident response, and HIPAA/internal-rule compliance. The other options describe roles for IT updates, marketing, or general customer-service training, which don't capture the privacy-focused responsibilities essential to a privacy program.

10. Which method should you use to view a patient's insurance when they do not have their card?

- A. Use the pharmacy locator
- B. Call customer service
- C. Use the patient's ID card
- D. Information, then Third Party tab; plan unassigned; FINDINS; birthdate in recipient ID**

When a patient doesn't have their insurance card, you can still pull up their coverage by using the internal lookup in the system. Go to Information, open the Third Party tab, select plan unassigned, use FINDINS, and enter the patient's birthdate in the recipient ID field. This initiates a targeted search of the insurer databases for that patient's active plan, so you can verify coverage without the physical card. This is the right method because it uses the built-in lookup workflow designed for non-card scenarios and relies on patient demographics to retrieve the correct information. The other options don't provide access to the insurance details: the pharmacy locator helps find stores, not insurance, calling customer service isn't the in-store lookup workflow, and using the card itself isn't possible when it isn't present.

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://walgreenintercomplusinformation.examzify.com>

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

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