



**POST-TEST for DHA UBO and DQMC Program Webinar:
Work Queue Management**
[broadcast 23 & 25 September 2025]

POST-TEST INSTRUCTIONS: View the recorded Webinar located at [UBO Learning Center Archived Webinars](#) and then complete all of the 10 questions below. Submit your answers via e-mail to webmeeting@triafed.com with “Answers, Post Test “**Work Queue Management**” in the subject line (a read receipt for your records is recommended). If at least 70% of the questions are answered correctly, you will receive a Certificate of Approval with Index Number via email. If you receive a score of 69% or lower, you will be notified via email and may review the archived Webinar and resubmit the post-test. Results may take up to five business days. If you have any questions, please submit those as well to webmeeting@triafed.com.

1. True or False: The DHA’s Enterprise design for Work Queue Assignment Strategy starts with Department and ends with Assigned Work Items. However, it can be flexible.
 - a. True
 - b. False

2. Fill in the Blank: Two User Groups associated with Work Queue Assignment are _____ & _____ billing.
 - a. During & while
 - b. Pre & post
 - c. Anti & pro
 - d. None of the above

3. Multiple Choice: Which of the following is **not** a User Group covered in the webinar?
 - a. DOD-VA
 - b. Foreign Affiliate
 - c. SF1080
 - d. Cash Poster

4. Fill in the Blank: State-Based Queues identify the current disposition of an encounter’s insurance or _____ as it progresses through the Revenue Cycle
 - a. Claim
 - b. Guarantor
 - c. Self-pay balance
 - d. None of the above

5. True or False: Not all insurance or self-pay balances have an error.
 - a. True
 - b. False



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6. Multiple Choice: Which of the following is **not** a State-Based Queue covered in the webinar?
 - a. Edit Failure
 - b. Pending Edit Claim
 - c. At Risk
 - d. EOB Variance

7. True or False: An item may appear in multiple Exception Queues, but only one balance in State-Based Queue.
 - a. True
 - b. False

8. Fill in the Blank: General A/R has one state-based queue and is for transactions _____ an encounter.
 - a. With
 - b. Without
 - c. Pending
 - d. Deeply yearning for

9. True or False: Work Items are identified by the "WI" at the end of the Queue Name.
 - a. True
 - b. False

10. Multiple Choice: What do Action Codes enable end-users to do?
 - a. Adjust work items before an edit is resolved.
 - b. Allow completed work to be lost in the shuffle.
 - c. Record completed work for tracking productivity and driving automated workflow process models.
 - d. None of the above.