



NCPDP Telecommunication Standard Version F6 Exam Study Guide

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Introduction

This study guide is designed to prepare professionals for the NCPDP Telecommunication Standard VF6 certification exam. The study guide will provide guidance on subjects included on the exam as well as tips for studying and test taking.

Benefits

NCPDP's certifications are designed to help professionals achieve and showcase industry-recognized levels of proficiency and mastery of specific NCPDP standards. The NCPDP Certification Program provides members and qualifying non-members an opportunity to obtain a distinguished certification based on their ability to demonstrate knowledge and understanding of the accurate and effective implementation of NCPDP standards.

NCPDP is a nationally recognized leader in creating numerous industry standards for the implementation of healthcare information exchange. Upon successful completion of the specified certification exam, the examinee's certificate will state which standard exam was successfully passed, e.g. (NCPDP Telecommunication Standard Certified). Certifications will be awarded by NCPDP and will enhance standing and provide credibility in the industry among peers. The NCPDP standard certifications can only be obtained through NCPDP and are not available through a secondary resource.

Preparing for the Exam

NCPDP understands that the documentation utilized to implement the standard is voluminous and typically takes implementers some time to fully comprehend the content. This study guide is meant to offer examinees direction on key areas to study but not limit the scope to just the study guide content. Exam questions were pulled from the implementation guide only and sorted into topic areas. The following table lists the topic areas and percentages of questions delivered in each topic area. See Exam Objectives section for subtopics.

Topic Area	% of Exam
General	25%
Claim Billing & Reversals	30%
COB Processing	15%
Other Transactions	14%
Specific Segment Discussion	18%

Important! Study Methods

Examinees should consider spending extended study time on areas where least experienced and sections related to the overall standard, specific segments, billing, reversals and COB Processing since these are areas of major emphasis in the exam. For example, please review information found in the following sections of the Telecommunication Standard Implementation Guide thoroughly:

- 7. Standard Conventions
- 10. Claim Billing
- 12. Service Billing
- 13. Reversal Information
- 27. Specific Segment Discussion
- 28. COB Processing

The following study methods are recommended:

- (1) Use the Exam Objectives (section below) as a starting point on a study approach.
- (2) Study the NCPDP Telecommunication Standard Implementation Guide in preparation for the examination.
- (3) This is not an examination of your current job; it covers the entire NCPDP Telecommunication Standard.

While similar references may be found in the Data Dictionary, External Code List (ECL), and/or Editorial Document, this exam was developed using ONLY the implementation guide. During the exam, examinees will only have access to the implementation guide.

Consider using any resources you have to benefit from learning from those with experience and knowledge in areas where you are less experienced.

Taking the Exam

The following information contains pertinent details about the exam itself, how to take it, and receive test results.

- The exam consists of 122 questions
 - Multiple Choice, Multiple Selection, True/False
 - **Passing Grade: 75%**
- Allotted time for completion is 150 minutes (2.5 hours)
- Exams are administered via computer, not on paper.
- This exam can be taken one of two ways:
 - NCPDP Proctored Exam at Quarterly NCPDP Work Group Meetings (February, May, August, November)
 - Online Proctored Exam via Microsoft Forms
- After exam completion, your results will be sent to you via email as well as a list of the questions that you missed. Should you have any issues over missed questions, please email the [Manager](#),

[Membership Programs](#) and he will take your issue to the development team to review. Within two weeks of successfully passing the exam, your Official Certificate of Completion will be mailed to you. If you do NOT pass the exam, you may retake it at any time.

Exam Objectives

General	% of exam: 25%
1. Business Environment	
2. Framework	
3. General Structure	
4. Response Overview	
5. Pricing Guidelines	
Claim Billing & Reversals (B1, B2, B3)	% of exam: 30%
1. Request Structure	
2. Request Segments	
3. Response Structure	
4. Response Types	
5. Response Segments	
COB Processing	% of exam: 15%
1. COB Methods	
2. COB Requests	
3. COB Responses	
4. COB Processing Guidelines	
Other Transactions	% of exam: 14%
1. Eligibility (E1)	
2. Information Reporting (N1, N2, N3)	
3. Service Billing (S1, S2, S3)	
Specific Segment Discussion	% of exam: 18%
Note: Questions address all segments EXCEPT the following:	
1. Workers' Comp	
2. Additional Documentation	
3. Narrative	

Sample Questions

The following questions are examples of what will be seen on the Telecommunication Standard VF6 Certification Exam. The exam consists of three question types: multiple choice, multiple selection, and true/false. Answers are provided separately.

Multiple Choice

1. The Response Other Related Benefit Detail Segment is used in what responses?
 - a. Eligibility, Claim Billing, Predetermination of Benefits, Service Billing, Prior Authorization Inquiry and Prior Authorization and Billing responses
 - b. Eligibility, Claim Billing, Predetermination of Benefits, Service Billing, and Billing responses
 - c. Predetermination of Benefits, Service Billing, Prior Authorization Inquiry and Prior Authorization and Billing responses
 - d. All transaction responses

2. Which of the following scenarios warrant the use of the Response Other Payers Segment on a Rejected Service Billing Response?
 - a. Non-matched
 - b. COB Sequence
 - c. Change in 4RX (Change in Coverage)
 - d. Plan Exclusion Alternate 4RX (Mutually Exclusive)
 - e. All of the above

Multiple Selection

1. Which of the following would be an appropriate use of the Multiple Prescription /Service Order Group Reason Code (D21-M3) and Multiple Prescription /Service Order Group ID (D22-M4)? Select the three that apply.
 - a. The incoming electronic prescription leverages the OrderGroupReason and OrderGroupNumber within the PrescriberOrderGroup.
 - b. The patient requests that the provider fill half of the prescription now, and half in two weeks.
 - c. The pharmacy applies it based on a special instruction indicated on multiple non-electronic prescriptions.
 - d. Three prescriptions are dispensed on the same day for unrelated medications for the same patient.
 - e. Multiple prescriptions are needed for medications in unbreakable packages that are to be administered at multiple locations. (E.g., Inhaler for both Home and School)

True/False

1. In a Service Billing Request, the Other Payer Coverage Type (338-5C) occurrences do not have to appear in sequential order (primary, secondary, tertiary).
 - a. True
 - b. False

2. The Reconciliation ID (B98-34) returned on the accepted reversal response must be the Reconciliation ID (B98-34) from the transaction that was reversed.
 - a. True
 - b. False

See the answer key on the next page.

Answer Key

Multiple Choice

1. A
2. E

Multiple Selection

1. A, C, and E

True/False

1. A
2. A