



TARGETED CASE MANAGEMENT

SELF-STUDY TEST – 2026

Instructions: Read each question and write the letter of the correct choice on the Attestation & Answer sheet. A score of 80% or higher is required to receive credit for this training (8 correct answers).

1. Targeted case management is a ____ covered service.
 - a) Medicaid
 - b) Medicare
 - c) Both A & B
 - d) Neither A or B
2. Which of the following is a key aspect of Targeted Case Management?
 - a) Personalized support
 - b) Collaboration
 - c) Resource navigation
 - d) A, B & C
3. Which of the following is NOT a component of Targeted Case Management?
 - a) Coordination
 - b) Advocacy
 - c) Advising
 - d) Monitoring
4. What is an example of Assessing?
 - a) Determining after speaking with the individual that they need additional support such as a voucher for pots and pans to prepare food
 - b) Completing a Biopsychosocial assessment
 - c) Driving the individual to a doctor appointment
 - d) Both A & B
5. When working with an individual to plan goals and objectives the acronym SMART can be used. What does SMART stand for regarding Targeted Case Management?
 - a) Science, Math, Art, Recreation, and Times tables
 - b) Specific, Measurable, Attainable, Relevant, and Time-based
 - c) Specific, Mentionable, Attainable, Relevant, and Temperature
 - d) Specific, Measurable, Imaginable, Reliable, Time-based
6. Coordination ensures an independent approach to the person-centered-planning process so individuals will only work with a case manager?
 - a) True
 - b) False
7. Which of the following is NOT an outcome of effective case management?
 - a) Improved quality of life
 - b) Empowerment
 - c) Monitoring for health and safety
 - d) Reduced Crisis incidents
8. Which of the following examples is a billable service?
 - a) A phone call lasting 16 minutes
 - b) Driving an individual to a doctor appointment WITHOUT discussing anything else in the person's plan of service
 - c) A face to face conversation with the individual lasting 10 minutes
 - d) Discussing objectives with the individual WHILE driving them to a doctor appointment
9. Cultural sensitivity in case management involves:
 - a) Assuming the individuals share cultural backgrounds
 - b) Ignoring cultural differences
 - c) Understanding and respecting diverse backgrounds
 - d) Focusing only on the cultural aspects of a client's life
10. The ultimate success of targeted case management is measured by:
 - a) The number of people served
 - b) The speed of service delivery
 - c) The case manager's personal opinion
 - d) Each person's satisfaction and improved outcomes