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## PTCB

Pharmacy Technician Certification Board (PTCB)



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# Latest Version: 6.1

## Question: 1

Which of the following insurance plans provides coverage to active-duty military personnel?

- A. Medicaid
- B. Tricare
- C. AARP
- D. Medicare

**Answer: B**

Explanation:

Tricare is a federal program that provides health coverage to military members, military retirees, and their families. A third party (e.g., Express Scripts) provides the actual billing services, and patients can use any in-network pharmacy. The Veterans Health Administration (VHA) provides healthcare benefits to veterans, but it generally only covers services provided by Department of Veterans Affairs (VA) doctors or VA pharmacies.

Medicare is a federally funded program that provides health insurance coverage for patients over 65 years old, disabled people, and patients with kidney failure or amyotrophic lateral sclerosis. Medicaid provides medical coverage to individuals or families with low incomes or with a disability.

Medicaid is jointly funded by federal and state governments. Medicare and Medicaid are governed by the Centers for Medicare and Medicaid Services (CMS).

## Question: 2

A patient drops off a prescription for Coumadin at your pharmacy. You notice that the prescriber has written "DAW 1" under the directions. You should:

- A. Dispense the generic product warfarin if you do not have the brand-name product Coumadin in stock
- B. Dispense the generic equivalent, warfarin.
- C. Do not dispense the prescription because handwritten prescriptions are not valid.
- D. Dispense only the brand-name product Coumadin.

**Answer: D**

Explanation:

A dispense-as-written (DAW) code is a system used by prescribers, pharmacies, and insurance companies to signify the intention of the prescriber or patient regarding generic substitution of the prescribed medication. Insurance companies require generic substitution for most medications unless special circumstances are indicated using a DAW billing code. If no DAW code is noted on the prescription, it is assumed that generic substitution is permitted by the

prescriber.

DAW Codes			
<b>0</b>	No product selection is indicated.	<b>5</b>	The branded product is dispensed at the generic price.
<b>1</b>	Substitution is NOT allowed by the prescriber; use the branded product.	<b>6</b>	Override.
<b>2</b>	Substitution is allowed, but the patient requested the branded product.	<b>7</b>	Substitution is NOT allowed; the branded product is required by law.
<b>3</b>	Substitution is allowed, but the pharmacist selected the branded product.	<b>8</b>	Substitution is allowed, but the branded product is not available.
<b>4</b>	Substitution is allowed, but the generic equivalent is not in stock.	<b>9</b>	Other.

### Question: 3

Which of the following insurance information is NOT needed to submit a point-of-sale prescription claim?

- A. Lot number
- B. BIN number
- C. Cardholder ID number
- D. Patients gender

**Answer: A**

Explanation:

Most pharmacy computer systems will bill the patient's insurance benefit in real time (point-of-sale claims) as their prescription is processed. Once the pharmacy technician gathers the necessary information from the patient and enters it into the computer system, the computer transmits that information to the insurer and the results will be displayed in the claim response screen. The following information is required for insurance billing and processing:

Information Required to Bill and Process an Insurance Claim

Insurance Plan Information

BIN number. Pharmacy benefit international identification number

Cardholder ID number

Group number

DAW code (if applicable)

Prescription Information

Medication information and NDC number

Quantity dispensed

Days' supply

Date the prescription was written

Date the prescription is dispensed

Prescriber's identification number (DEA number or National Provider Identifier)

Patient Information

Patient name

Patient's gender/sex

Patient's date of birth (DOB)  
Patient's relationship to cardholder  
Pricing and Cost Information  
Ingredient cost  
Dispensing fee  
Total amount billed to the insurance plan

## Question: 4

Which of the following insurance plans should be billed first?

- A. Tricare
- B. Private insurance plan
- C. Medicaid
- D. A manufacturer coupon card

**Answer: B**

Explanation:

If the patient has a private insurance plan as well as a government insurance plan (e.g., Medicare, Medicaid, Tricare), the private insurance must always be billed first. Manufacturer coupon cards should always be billed last. For instance, if the patient only has one insurance plan, the coupon card should be billed second. If the patient has two insurance plans, the coupon card should be billed third. Manufacturer coupons cannot be used if a patient has any government insurance plan.

## Question: 5

Which of the following medications may be required to be billed to a patient's medical plan rather than their pharmacy plan?

- A. Ramipril tablets
- B. ProAir HFA metered-dose inhaler
- C. Influenza vaccine
- D. Cosopt ophthalmic solution

**Answer: C**

Explanation:

Pharmacy insurance is used to cover prescription medications, whereas medical insurance is used to cover hospital visits, outpatient clinic visits, and primary care visits. Pharmacies generally only deal with pharmacy insurance, but there are some instances when medical insurance must be used in a pharmacy. Some insurance plans require vaccinations, medical equipment, medical devices, home infusions, and certain medications to be billed to the medical plan. For example, when Medicare patients receive an influenza vaccine at the pharmacy, their Medicare Part B medical insurance coverage must be billed. Nebulizer solutions, diabetic test strips, and some types

of medical equipment must also be billed to Medicare Part B.

## Question: 6

An unlicensed pharmacy staff member may perform all of the following tasks EXCEPT:

- A. Receive the pharmacy order, unpack medications, and put stock away on shelves
- B. Enter new prescription information into the pharmacy's computer system
- C. Act as a cashier
- D. Send pharmacy orders and update drug quantities and prices in the pharmacy's computer system

**Answer: B**

Explanation:

Unlicensed pharmacy staff members, also referred to as supportive personnel, cannot be involved in dispensing medications, counseling patients, or entering information into a patient's profile. Although state laws vary, unlicensed pharmacy staff members are generally allowed to perform the following tasks: bookkeeping, prescription filing, documenting third-party reimbursements, sending pharmacy orders, updating drug quantities and prices in the computer system, receiving pharmacy orders, unpacking medications, putting stock away on the shelves, delivering medications to a patient's home, answering phone calls, helping customers find products in the pharmacy, acting as a cashier for the sale of prescription and OTC medications, and taking in new prescriptions from patients. Unlicensed personnel CANNOT answer questions about medications, enter new prescription information into the computer system, receive prescription refill requests over the phone, or be involved in the dispensing process.

## Question: 7

A patient turns in a prescription for Xalatan 0.005% ophthalmic solution. The directions are 1 gtt ou nightly. How many days will a 2.5 mL bottle last the patient? (Conversion factor: 20 drops/mL)

- A. 50 days
- B. 28 days
- C. 25 days
- D. 18 days

**Answer: C**

Explanation:

1 gtt ou nightly means that the patient is to administer 1 drop into each eye every night. Therefore, the patient will be using 2 drops daily. There are 2.5 mL in each bottle. Multiply 2.5 mL by the conversion factor of 20 drops/mL to find out how many total drops are in the stock bottle.  $2.5 \text{ mL} \times 20 \text{ drops/mL} = 50 \text{ drops}$ . Divide the total number of drops in the stock bottle (50 drops) by the number of drops that the patient is using daily (2 drops) to get the days' supply. Therefore, the correct answer is 25 days.

General formula to calculate days' supply:

Total # of units prescribed + # of units per dose + # of doses per day

## Question: 8

All of the following medications must be stored in a refrigerator EXCEPT:

- A. NovoLog
- B. EpiPen
- C. NuvaRing
- D. Pneumovax 23

**Answer: B**

Explanation:

NovoLog is a type of insulin. All insulin products must be stored in a refrigerator. NuvaRing is a contraceptive formulated as a vaginal ring. It must be stored in a refrigerator. Pneumovax 23 is a pneumococcal vaccine. Most vaccines must be stored in a refrigerator. EpiPen is an injection used to treat severe, emergent allergic reactions that involve anaphylaxis. EpiPens should be stored at room temperature. The injection is sensitive to and should not be exposed to cold temperatures or heat.

## Question: 9

Most vaccinations must be stored in a refrigerator. However, there are a few vaccine products that must be kept in a freezer. Which of the following vaccine products must be stored in a freezer?

- A. Flulaval (influenza vaccine)
- B. Varivax (varicella vaccine)
- C. Measles, mumps, and rubella vaccine
- D. Adacel (tetanus, diphtheria, and pertussis vaccine)

**Answer: B**

Explanation:

There are two vaccines that must be stored in a freezer: Varivax (varicella vaccine), which protects against chicken pox, and Zostavax (herpes zoster vaccine), which protects against shingles but is no longer available in the US. All other vaccines available on the market require refrigeration. This includes a newer version of the vaccine used to protect against shingles called Shingrix. Other commonly used vaccines that require refrigeration are influenza vaccines (Fluad, Flulaval, Fluzone), tetanus, diphtheria, and pertussis vaccines (Daptacel, Adacel, Boostrix), hepatitis B vaccines (Engerix-B, Recombivax HB), hepatitis A vaccines (Havrix, Vaqta), Haemophilus influenzae type B vaccine (ActHIB, PedvaxHIB), meningococcal vaccines (Menactra, Mencevo), measles, mumps, and rubella vaccination, human papillomavirus vaccination (Gardasil), and pneumococcal vaccines (Pneumovax 23, Prevnar 13).

## Question: 10

Which of the following medications is classified as a schedule III controlled substance?

- A. Klonopin (clonazepam)
- B. Lomotil (diphenoxylate/atropine)
- C. Qdolo (tramadol)
- D. Depo-Testosterone (testosterone)

**Answer: D**

Explanation:

Schedule III controlled substances include synthetic cannabinoids (marijuana derivatives) such as dronabinol (Marinol); anabolic steroids, including testosterone (Depo-Testosterone); barbiturates, including pentobarbital and secobarbital formulated as a suppository or in combination with another noncontrolled substance; ketamine (Ketalar); and some opioid pain medications, including buprenorphine. Codeine and dihydrocodeine are considered schedule III substances when the product contains 00 mg per dosage unit or 8.8 g per 100 mL of solution when used in combination with another noncontrolled substance. Morphine is a schedule III substance if it is used in combination with a noncontrolled substance and the product contains SC) mg per 100 mL or 100 g.

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