

# Network & Doctor Lookup Training – Knowledge Test

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Agent Name: \_\_\_\_

Date: \_\_\_\_

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## Instructions

Select the best answer for each question. This test evaluates understanding of provider networks, doctor verification, and compliance best practices.

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### Question 1

Why is doctor and network verification critical before enrollment?

- A. It speeds up the sales process
  - B. It prevents unexpected client medical bills and cancellations
  - C. It is only required for Marketplace plans
  - D. It is optional if the client has a PPO
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### Question 2

Which situation ALWAYS requires a doctor lookup?

- A. Client wants the lowest premium available
  - B. Client says they do not go to the doctor often
  - C. Client wants to keep their current doctor
  - D. Client is young and healthy
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### Question 3

What information is MOST important when verifying a provider?

- A. Doctor name only
- B. Doctor name and specialty only
- C. Doctor name, location, and network
- D. Hospital system name

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## Question 4

Which statement is COMPLIANT when discussing network verification with a client?

- A. "They should take this plan."
  - B. "Most doctors accept PPOs."
  - C. "This doctor is verified as in-network for this plan today."
  - D. "It was covered last year, so it should be fine."
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## Question 5

True or False: If a carrier is the same, the network is always the same.

- A. True
  - B. False
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## Question 6

Which plan type typically requires referrals from a Primary Care Physician (PCP)?

- A. PPO
  - B. EPO
  - C. HMO
  - D. Private Indemnity Plan
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## Question 7

When performing a Marketplace doctor lookup, what must be verified?

- A. The carrier name only
  - B. The doctor and hospital under the specific plan network
  - C. The doctor's specialty only
  - D. Any plan offered by the carrier
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## Question 8

What is a common agent mistake related to network verification?

- A. Screen sharing the lookup
  - B. Verifying doctors before enrollment
  - C. Assuming PPO plans include all doctors
  - D. Documenting verification notes
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## Question 9

What should an agent do if a client delays enrollment after a doctor has been verified?

- A. Proceed without rechecking
  - B. Assume the network has not changed
  - C. Re-verify the doctor before enrollment
  - D. Switch plans automatically
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## Question 10

Which phrase should an agent AVOID saying?

- A. "Let's verify your doctor together."
  - B. "This is accurate as of today."
  - C. "They probably accept this plan."
  - D. "Here's what the network shows."
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## Short Answer (Optional)

In 1–2 sentences, explain why screen sharing during a doctor lookup is beneficial for both the client and the agent.

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## Acknowledgement

I confirm that I understand the importance of accurate network and doctor verification and will follow these best practices when working with clients.

**Agent Signature:** \_\_\_\_

**Date:** \_\_\_\_