

- 1 Grievances are:
- 1) Always handled by Shiawassee Health & Wellness' Customer Service staff.**
 - 2) Only handled by Mid-State Customer Service staff if the consumer is no longer in treatment
 - 3) Always handled by the executive director of the local provider
 - 4) Only involve complaints about therapists
- 2 Which of the following is not true of a notice?
- 1) There are two types of notices – adequate and advance
 - 2) Written notices must be provided to an individual whenever an action that denies, reduces, suspends or terminates services is taken.
 - 3) Local service providers never send notices.**
 - 4) When sending a notice you must use the provided notice template in Shimer.
- 3 During the appeal process an individual with Medicaid:
- 1) May utilize both the local appeal process and Medicaid Fair Hearing process in any order or simultaneously.
 - 2) Must discontinue treatment immediately. Treatment can only continue after the outcome of the appeal and/or Medicaid Fair Hearing is determined.
 - 3) Must utilize the local appeal process before requesting a Medicaid Fair Hearing**
 - 4) Is required to apply for a Medicaid Fair Hearing
- 4 Advance notices are provided when there is a reduction, termination, or suspension of service outside the Person Centered Plan or Treatment Plan.
- 1) True**
 - 2) False
- 5 Advance notices for Medicaid consumers
- 1) Are only used when developing a personal care plan or treatment plan.
 - 2) Must give the consumer at least 10 calendar days notice before the effective date.**
 - 3) Are only used in response to violations of program rules or policies. They give advanced warning of impending disciplinary action.
 - 4) Are not used by local providers
- 6 A grievance system is the overall system for due process, appeals and grievances in a managed care system.
- 1) True**
 - 2) False
- 7 An Adverse Benefit Determination is an action that reduces, denies, suspends, or terminates an individual's current or requested specialty mental health and/or substance use disorder services.
- 1) True**
 - 2) False
- 8 There are two types of notices, formal and informal.
- 1) True
 - 2) False**
- 9 Consumers who do not have Medicaid have no appeal options beyond a local appeal.
- 1) True
 - 2) False**

- 10 From the date of the notice letter an individual or their legal representative has only 45 calendar days to request a local appeal. 1) True 2) **False**
- 11 Notices and appeal acknowledgement and disposition letters are only sent upon consumer request. 1) True 2) **False**
- 12 It is prohibited for an individual/legal representative/provider to experience any retribution for filing an appeal. 1) **True** 2) False
13. An appeal is a process that challenges an Adverse Benefit Determination 1) **Yes** 2) No
14. Which of the following is not true of a grievance:
- 1) Is an expression or dissatisfaction about service issues, other than an Adverse Benefit Determination or a recipient rights violation,
 - 2) Provides the consumer the right to represent themselves or have another person do so.
 - 3) **A disposition for a grievance must be rendered in 30 calendar days for consumers with Medicaid**
 - 4) A disposition for a grievance must be rendered in 60 calendar days for non-Medicaid consumers
15. Non-Medicaid Consumers do not have access to the Informal Conflict Resolution process? 1) True 2) **False**
16. A disposition for a standard Medicaid Appeal must be rendered in 45 calendar days? 1) True 2) **False**
17. The disposition of an expedited appeals must be made in?
- 1) **72 hours**
 - 2) 3 working days
 - 3) 5 business days
 - 4) 3 hours
18. Non-Medicaid consumers have simultaneous access to the MDHHS Alternative Dispute Resolution Process and the local appeal process. 1) True 2) **False**
19. The state fair hearing process is available to Medicaid Enrollees only after the appeal is not resolved “wholly in favor” of the Enrollee through the Local Appeal process?
- 1) **True**
 - 2) False
20. The time frame to a render a disposition for an expedited grievance is 7 calendar days?
- 1) True
 - 2) **False**