

Test for Non-Clinical staff Grievance & Appeals Training

- 1) Which statement is TRUE about the grievance and appeals processes:
 - a. Consumers must be informed of their right to file a grievance and appeal and be given reasonable assistance to do so.
 - b. Grievances and appeals processes need to support resolving concerns, improving the quality of service, and resolving concerns locally as much as possible.
 - c. Staff doesn't need to know a lot about the grievance & appeals processes because it only applies to consumers.
 - d. a & c
 - e. a & b

- 2) What are the three basic options consumers have in the grievance & appeal process:
 - a. A Grievance, an Appeal (at the local or state level), and a Rights Complaint
 - b. Second opinion, Grievance, or Appeal (at the local or state level)
 - c. A Rights Complaint, a Letter to the Editor, and a Second Opinion
 - d. A Grievance, an Appeal, and a Letter to your Legislator

- 3) A grievance is:
 - a. A recipient rights complaint
 - b. A way for a consumer to say when they are not happy with some part of their service/supports.
 - c. A way for staff to complain about their job
 - d. S consumer/guardian's request to review a decision that has been made about their services/service request.

- 4) An appeal is:
 - a. A recipient rights complaint
 - b. A way for a consumer to say when they are not happy with some part of their service/supports.
 - c. A way for staff to complain about their job
 - d. A consumer/guardian's request to review a decision that has been made about their services/service request.

- 5) Who has the right to file a grievance or an appeal?
 - a. Consumers, Guardians, and parents of a minor
 - b. Staff
 - c. Providers
 - d. Anyone

- 6) Grievances are handled by:
 - a. The Office of Recipient Rights
 - b. The Fair Hearings Officer
 - c. The local Customer Services Department
 - d. The case manager

- 7) Which statement(s) is/are TRUE about the grievance process?
 - a. Grievances can be filed verbally or in writing
 - b. There is no time limit on when a grievance can be filed
 - c. Grievances are a local process only
 - d. a & b only
 - e. All of the above

- 8) How long does a consumer/guardian have to request a second opinion?
 - a. 30 days
 - b. 5 days
 - c. 90 days

- 9) How long does a consumer/guardian have to file an appeal? (not including a second opinion)
 - a. 5 days
 - b. 90 days
 - c. 30 days

- 10) Which statement(s) is/are TRUE about the appeals process?
 - a. Non-Medicaid consumers have the same appeal process as Medicaid consumers
 - b. Non-Medicaid consumers have a similar but different appeal process than Medicaid consumers
 - c. Non-Medicaid consumers must go through a local appeal before the state will hear their case
 - d. Medicaid consumers can ask for a local or state appeal in any order.
 - e. b, c, & d

- 11) Appeals are handled by:
- a. The Office of Recipient Rights
 - b. The Fair Hearings Officer
 - c. The local Customer Services Department
 - d. The case manager
- 12) Consumers will get notice of their appeal rights when: (choose the best option)
- a. A consumer is denied a service they asked for
 - b. A consumer doesn't get the amount of services they asked for (and aren't satisfied with why they didn't get everything they asked for)
 - c. It takes longer than 14 days to answer a consumer's request for a service
 - d. It takes longer than 14 days in providing a service to a consumer when they've been approved for the service (unless the consumer agrees to a different start date)
 - e. A service a consumer is already getting is suspended, reduced, or terminated.
 - f. All of the above

Name of Staff

Date

Name of Supervisor

Date Reviewed

Supervisors please check one (based on scoring in answer key):

Pass Need to re-take Need to attend face-to-face training w/ FHO