

Appeals and Grievances Training Test

Instructions: Please circle the answer to each question on the attached Answer Sheet. Nine correct answers (80%) are required to pass this course. Once you have completed the test, turn into your manager.

1. Why does CEI have a grievance system?
 - a. CEI consumers must receive “due process” whenever benefits are denied, reduced or terminated.
 - b. CEI consumers have a right to the grievance process.
 - c. A grievance system must be in place at all organizations that serve Medicaid beneficiaries.
 - d. All of the above

2. A grievance is a consumer’s dissatisfaction about a service issue that is not eligible for appeal.
 - a. True
 - b. False

3. When should a consumer receive a copy of the MSHN member handbook?
 - a. They should be mailed one after the first phone call.
 - b. At the initial face to face intake.
 - c. When services are terminated.
 - d. Never, CEI does not have MSHN Member Handbooks.

4. If a consumer wishes to file a grievance or appeal, where should you direct them to?
 - a. Human Resources
 - b. Maintenance
 - c. Customer Service
 - d. None of the above, you should not help the consumer at all

5. Who can file a grievance or appeal?
 - a. Consumer
 - b. Legal guardian of the consumer
 - c. Parent of minor of the consumer
 - d. All of the above

6. Notice must be provided:
 - a. When a service is denied.
 - b. When a current service is being terminated.
 - c. When a current service is being reduced.
 - d. All of the above

7. Which department is responsible to receive, document and responds to the internal appeal?
 - a. QCSRR Department
 - b. IS Department
 - c. Whichever department the consumer was utilizing
 - d. Finance Department



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8. A consumer can request that services continue during the appeal process?
 - a. True
 - b. False

9. A consumer can request a Fair Hearing at the same time as an appeal?
 - a. True
 - b. False

10. The appeal and grievance process strives to be:
 - a. Fair to all parties
 - b. Ineffective
 - c. Costly
 - d. Inaccessible to consumers

11. Consumers who file a grievance are free to be discriminated or retaliated against.
 - a. True
 - b. False



Training Unit
Answer Sheet

Name: _____ Signature: _____

Agency: _____ Work Location: _____

Date: _____

- Course (Circle one):**
- | | |
|---|---------------------------------|
| Blood Borne Pathogens/Infection Control | Cultural Competency & Diversity |
| HIPAA Privacy & Security | Environmental Safety |
| Person Centered Planning | De-Escalation Skills |
| Corporate Compliance | Limited English Proficiency |
| Recipient Rights | Trauma Informed Care |
| | Appeals and Grievances |

I attest, by filling out below, that I have reviewed the content for the circled course above and have completed the test to the best of my ability.

Once you have completed the test, turn into your manager.

Choose the one best answer for each question. Mark your answer below by circling the appropriate letter for each question.

- | | | | | | | | | | | | |
|----|---|---|---|---|---|----|---|---|---|---|---|
| 1 | A | B | C | D | E | 14 | A | B | C | D | E |
| 2 | A | B | C | D | E | 15 | A | B | C | D | E |
| 3 | A | B | C | D | E | 16 | A | B | C | D | E |
| 4 | A | B | C | D | E | 17 | A | B | C | D | E |
| 5 | A | B | C | D | E | 18 | A | B | C | D | E |
| 6 | A | B | C | D | E | 19 | A | B | C | D | E |
| 7 | A | B | C | D | E | 20 | A | B | C | D | E |
| 8 | A | B | C | D | E | 21 | A | B | C | D | E |
| 9 | A | B | C | D | E | 22 | A | B | C | D | E |
| 10 | A | B | C | D | E | 23 | A | B | C | D | E |
| 11 | A | B | C | D | E | 24 | A | B | C | D | E |
| 12 | A | B | C | D | E | 25 | A | B | C | D | E |
| 13 | A | B | C | D | E | | | | | | |

Instruction for Manager: If CLS or B-Contract, grade and keep for your own records. Records will be reviewed during site visits. If A-Contract, send completed (ungraded) answer sheet to the Training Unit.

Grade*: _____ out of _____ *must equal 80% or above to pass **Manager Initials** _____