

Grievance and Appeal Test

1. There is no time limit for a consumer to file a grievance? True False
2. If a grievance is actually an allegation of a recipient rights violation, the Grievance and Appeal Coordinator will send it back to the consumer?
True False
3. Consumers at any time can go directly to the Customer Services/
Grievance and Appeal Coordinator with their expression(s) of
dissatisfaction, rather than trying to resolve it first with their primary worker
or worker's supervisor?
True False
4. Notices of Adverse Benefit Determinations serve which of the following
function to consumers?
 - a. Provide notice that a service decision has been made
 - b. Provide a reason for the decision
 - c. Provide a date that the decision is effective
 - d. Provide an explanation of appeal rights
 - e. All of the above
5. Adequate Notices are only provided in response to requests for new
services such as:
 - a. new consumers at intake
 - b. inpatient hospitalization
 - c. additional services for existing consumers
 - d. new or re-authorized IPOS
 - e. All of the above
6. Medicaid consumers have 10 days after the notice date on the Advance
Notice of Adverse Benefit Determination to ask for existing services to
continue during an appeal.
True False
7. It's okay for the same person(s) who was involved in the original service
decision to also be involved in the second opinion or appeal decision.
True False
8. This type of notice is provided if staff is terminating a consumer's services,
including due to non-participation and no response to outreach attempts.
 - a. Advance
 - b. Adequate

9. If Staff deny a current Medicaid consumer their request for a new service, Staff will provide this type of notice with this effective date?
- Advance notice, 10 days after notice date
 - Adequate notice, same date as notice date**
 - Adequate notice, 10 days after notice date
 - Advance notice, same date as notice date
10. Staff can find out more information about grievance and appeals by:
- calling Customer Services / Grievance and Appeals Coordinator
 - reviewing the *Northern Michigan Regional Entity (NMRE) Guide to Services Handbook*
 - reviewing the Northern Lakes CMHA (NLCMHA) policies
 - reviewing the Northern Lakes CMHA (NLCMHA) Questions and Complaint brochure
 - All of the above**