

Customer Service/Grievance and Appeals Training Test

Staff Name: _____ Date: _____ Workplace: _____

1. How far in advance must you request an interpreter or independent facilitator from Customer Service?
 - A. 24 hours
 - B. 1 week
 - C. 72 hours
 - D. 2 weeks

2. An example of an accommodation is:
 - A. Meeting with a recipient after hours
 - B. Providing a recipient with bus fare
 - C. Giving a recipient a wheelchair to use while at NLCMHA
 - D. Assisting a recipient with reading and writing
 - E. A and C
 - F. All of the Above

3. All accommodations must be reported to Customer Service.
 - A. True
 - B. False

4. Medicaid and non-Medicaid Grievance and Appeals follow the same process, including the same timeframe compliance requirements.
 - A. True
 - B. False

5. NLCMHA has ____ days to complete a Change of Provider request, and ____ days to complete a Grievance review:
 - A. 90 days, 30 days
 - B. 30 days, 30 days
 - C. 30 days, 90 days
 - D. 10 days, 30 days

6. An Adequate Notice is sent for:
 - A. Denying a service
 - B. Reducing a service
 - C. Changing a service
 - D. Suspending service

7. An Adequate notice is given _____. An Advance notice is given _____.
 - A. Within 10 days, within 10 days
 - B. The same day, within 10 days
 - C. The same day, the same day
 - D. Within 10 days, the same day

8. An Adverse Benefit Determination (either Adequate or Advance) MUST be sent whenever a service is denied, reduced, suspended or otherwise changed.
 - A. True
 - B. False

9. A Medicaid recipient has ____ days from the notice date, to request a local appeal, and NLCMHA has ____ days to review the appeal from date of request.
- A. 60 days, 60 days
 - B. 30 days, 60 days
 - C. 60 days, 30 days
 - D. 30 days, 30 days
10. A non- Medicaid recipient has ____ days from the notice date, to request a local appeal, and NLCMHA has ____ days to review the appeal from date of request.
- A. 30 days, 30 days
 - B. 60 days, 30 days
 - C. 45 days, 45 days
 - D. 30 days, 45 days
11. How many days does a recipient have to request a State Fair Hearing, if they disagree with the outcome of the local appeal?
- A. 30 days
 - B. 60 days
 - C. 90 days
 - D. 120 days
12. A Family Support Subsidy appeal goes through the local appeal process, including to State Fair Hearing.
- A. True
 - B. False, Family Support Subsidy has its own appeal process
 - C. False, Family Support Subsidy qualifies for local appeal, but does not qualify for State Fair Hearing and goes to Circuit Court
 - D. False, Family Support Subsidy skips local appeal, and is only heard in Circuit Court
13. An expedited appeal must be heard within ____ for an appeal of service denial or change, and ____ hours for an appeal of denial of inpatient hospitalization.
- A. 5 days, 48 hours
 - B. 3 business days, 24 hours
 - C. 3 days, 48 hours
 - D. 10 days, 24 hours
14. Mediation can be requested by:
- A. Service provider or recipient/guardian
 - B. Recipient/guardian only
 - C. Grievance and Appeals Coordinator
 - D. Service provider only
15. Mediation can help mediate any disagreement/complaint between a service provider and recipient, except:
- A. Treatment Orders
 - B. Recipient Rights Investigations
 - C. Adverse Benefit Determinations based on Medical Necessity/Criteria
 - D. All of the above