



Instructions: Read each question and write the letter of the correct choice on the Attestation & Answer sheet. A score of 80% or higher is required to receive credit for this training (8 correct answers).

1. All individuals served have the right to a fair and efficient process for resolving disputes and grievances regarding their services and supports.
 - a) True
 - b) False
2. SCCCMH is required to follow specific legal processes and procedures when a person served makes a grievance and/or requests an appeal.
 - a) True
 - b) False
3. SCCCMH will NOT assist individuals with filing and submitting a grievance or appeal.
 - a) True
 - b) False
4. There is no time limit for a person served, guardian, parent of minor child, or legal representative to file a grievance.
 - a) True
 - b) False
5. A grievance must be filed in writing.
 - a) True
 - b) False
6. Individuals served may pursue the option to dispute or appeal any Adverse Benefit Determination.
 - a) True
 - b) False
7. Mediation does NOT apply to:
 - a) Disputes related to service planning
 - b) Disputes related to the services/supports provided
 - c) Disputes regarding medical necessity determinations
8. Mediation cannot be requested about disputes regarding recipient rights.
 - a) True
 - b) False
9. Mediation may be requested at the same time as a local dispute resolution, local appeal, Medicaid Fair Hearing process, or recipient rights complaint investigation is occurring.
 - a) True
 - b) False
10. Oversight of the Grievance & Appeals process at SCCCMH is the responsibility of:
 - a) CIU Staff
 - b) Region 10 PIHP
 - c) Primary Caseholders
 - d) Chief Operating Officer
 - e) Program Services Directors