Appeal and Grievance Exam

1. **What are the two types of Adverse Benefit Determination notices?**
   A. Adequate Notice and Appropriate Notice
   B. Timely Notice and Direct Notice
   C. After Denials and before approval
   D. Adequate notice and advance notice

2. **Within how many days must notice by a provider or NMRE decides to reduce, terminate, or suspend a beneficiary's service must notice be given?**
   A. 7 days
   B. 14days
   C. 10 days
   D. 21 days

3. **How many calendar days does a beneficiary have to appeal a notice of benefit determination?**
   A. 60 days
   B. 30 days
   C. 180 days
   D. 90 days

4. **Beneficiaries do not have the right to appeal a determination of benefits.**
   A. True
   B. False

5. **Why is it important documentation is complete and accurate?**
   A. So beneficiaries have all pertinent information to form their appeal.
   B. Only a Master's level clinician can review appeals.
   C. NMRE only has 30 days to review an appeal.
   D. A reviewer can only make decisions based off the information provided in a determination of benefits.

6. **An appeal can only be in writing.**
   A. True
   B. False

7. **When is a beneficiary able to file for an expedited appeal?**
   A. When they are leaving for vacation.
   B. When waiting the standard 30 days will cause harm.
   C. When an assigned reviewer is known for procrastination.
   D. During the holiday season.

8. **If AVCMHA fails to adhere to notice and timing requirements what right does a beneficiary have?**
   A. To appeal a determination.
   B. To initiate a State Fair Hearing.
   C. File a complaint with NMRE.
   D. Demand a change based on failure to comply.

9. **What is grievance?**
   A. A beneficiary complaint about benefit determination by AVCMHA.
   B. A beneficiary's complaint filed to create a file against an agency.
   C. A beneficiary's complaint about AVCMHA or a provider issue other than Adverse benefit determination.
   D. A beneficiary's written only complaint about a provider or AVCMHA.

10. **Examples of grievance issues include but are not limited to interpersonal relationships, quality of care or services, and issues with environment.**
    A. True
    B. False

11. **The statement "I don't get along with my therapist; I would like a new one." is an example of a grievance.**
    A. True
    B. False

12. **A grievance can be made to AVCMHA or NMRE orally or in writing.**
    A. True
    B. False

13. **Which is not true about the Resolution and Notification process of grievances.**
    A. AVCMHA or NMRE will resolve each grievance within 90 calendar days after receiving a grievance request.
    B. Notice of a Grievance Resolution must be sent to the beneficiary.
    C. Grievances appeals must be resolved within 120 days of receipt.
    D. There are no appeal rights on grievances.

14. **What position is available for further information regarding grievances, appeals, and determination of benefits?**
    A. AVCMHA Chief Quality Officer.
    B. AVCMHA Case Manager Supervision
    C. AVMCHA Recipient Rights Officer
    D. AVCMHA Chief Executive Officer

Name _____

Agency _____

Date _____

Email or Phone Number _____

Once completed please return to Julie.streeter@wellvance.org for grading and certificate issue.

Respectfully,

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