

Grievances and Appeals Quiz

1. Which of the following do Medicaid beneficiaries have the right to? (Choose all that apply)
 - A) To file/request a local appeal, local grievance, and state-level hearing all at the same time
 - B) To have Medicaid benefits continue while an appeal and/or state hearing is pending
 - C) To request a state-level hearing before exhausting any other options
 - D) A local grievance process to express dissatisfaction
 - E) To request a state-level hearing after exhausting local appeals
 - F) A local appeal process to appeal an adverse benefit determination

2. True or False. Medicaid beneficiaries have the same rights as non-Medicaid individuals.
 - A) True
 - B) False

3. Which of the following are true? (Choose all that apply)
 - A) A written decision of a standard authorization must be delivered no later than 14 days after the request for service.
 - B) A written decision of a standard authorization must be delivered no later than 28 days after the request for service.
 - C) A written decision of an expedited authorization must be delivered no later than 72 hours after the request for service.
 - D) An expedited authorization can be extended to 14 days if in the best interest of the person.
 - E) A client's authorization should be expedited if a decision within 14 days could jeopardize the person's health or safety.

4. True or False. An Adverse Benefit Determination is anything that involves an action affecting the service of a Medicaid beneficiary.
 - A) True
 - B) False

5. Which of the following are examples of an Adverse Benefit Determination? (Choose all that apply)
 - A) A client would like to start a new service
 - B) A service in the treatment plan is decreased or terminated
 - C) A decision regarding a request for an authorization is not provided in a timely fashion
 - D) A service is denied due to eligibility or medical necessity
 - E) The usual setting for a service is changed due to client preferences

6. True or False. Even if the client indicates agreement with a service determination, they are to still be provided with a written notice of the adverse benefit determination.
 - A) True
 - B) False

7. True or False. Non-Medicaid individuals have the right to a state-level Medicaid Fair Hearing.

- A) True
- B) False

8. True or False. Medicaid beneficiaries are able to request a state-level Medicaid Fair Hearing prior to requesting a local appeal.

- A) True
- B) False

9. True or False. A client can orally request an appeal of an adverse benefit determination.

- A) True
- B) False

10. True or False. A grievance cannot be filed for an Adverse Benefit Determination, but a grievance and an appeal can be filed at the same time.

- A) True
- B) False

Answer Keys

Question	Answer
1	B D E F
2	B
3	A C D E
4	A
5	B C D
6	A

Question	Answer
7	B
8	B
9	A
10	A