

# Dispute Resolution Conferences & State Fair Hearings Questionnaire

This questionnaire examines the business processes surrounding County and State-level hearings and appeals.

Some questions may have multiple parts, so please be sure to answer each part. Please be thorough and detailed in your responses.

\* Indicates required question

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1. Email \*

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2. Organization name \*

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3. Your name and title: \*

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## Hearings & Appeals

This module covers requirements for county dispute resolution conferences and state fair hearings. In the event that a question is not applicable to your Eligibility Site please provide N/A or 0 where appropriate.

4. What is your business process when you receive a request for a dispute resolution conference (also referred to as a DRC, an informal meeting, or county conference)? \*

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5. How do you track dispute resolution conferences? \*

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6. What is your business process for sending the dispute resolution conference tracking form to HCPF? \*

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7. What is your approach when a client verbally states they want to appeal? \*

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8. What is your business process when you receive notice of a state fair hearing, (also referred to as a formal hearing, formal appeal)? \*

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9. If a client turns in a request for a state fair hearing to your Site, how long does it take to forward that request to the Office of Administrative Courts (OAC)? \*

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10. How does your Eligibility Site ensure a full case file is made available to an applicant/recipient, ahead of their appeal? \*

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11. What is the process for compiling and sending the hearing packet for a state fair hearing? What documents do you include? \*

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12. Describe the process in detail and tools you use to track corrective changes (changes to the case based on final decisions) in the dispute resolution conference and state fair hearings. \*

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13. If your Eligibility Site is not in agreement with the Initial Decision, what is the process for filing an exception? \*

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14. If your Eligibility Site is not in agreement with the Final Agency Decision, what is the process for filing a reconsideration? \*

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15. If a dispute is resolved prior to the formal state fair hearing, what is your process for notifying the Office of Administrative Courts (OAC)? \*

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16. Please upload your procedures/business processes for DRC and state fair hearings.

Files submitted:

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