



Dispute Resolution Conferences & State Fair Hearings Questionnaire

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

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

1. General Information

- a. Email
- b. Organization Name
- c. Name & Title

2. 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.

- a. 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)?
- b. How do you track dispute resolution conferences?
- c. What is your business process for sending the dispute resolution conference tracking form to HCPF?
- d. What is your approach when a client verbally states they want to appeal?
- e. What is your business process when you receive notice of a state fair hearing, (also referred to as a formal hearing, formal appeal)?
- f. 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)?
- g. How does your Eligibility Site ensure a full case file is made available to an applicant/recipient, ahead of their appeal?
- h. What is the process for compiling and sending the hearing packet for a state fair hearing? What documents do you include?
- i. Describe the process in detail and tools you use to track corrective changes (changes to the case based on final decision) in the dispute resolution conference and state fair hearings.



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- j. If your Eligibility Site is not in agreement with the initial decision, what is the process for filing an exception?
- k. If your Eligibility Site is not in agreement with the Final Agency Decision, what is the process for filing a reconsideration?
- l. If a dispute is resolved prior to the formal state fair hearing, what is your process for notifying the Office of Administrative Courts (OAC)?
- m. Please upload your procedures/business processes for DRC and state fair hearings.