

MEDICAID AGENCY ORIENTATION

REFUND POLICY INFORMATION

REFUNDS ARE PROVIDED TO PARTICIPANTS AS FOLLOWS:

1. Participants who withdraw from the orientation class 30 days or more before the first day of the first session may request to be transferred to the next orientation class (one time) for a fee of \$50.00.
2. Participants who withdraw from the orientation class less than 30 days before the first day of the first session
 - a. SNNW will try to replace your "slot" with another prequalified participant.
 - b. If another prequalified participant takes the slot and pays for their session, the candidate will receive a refund with a processing fee 200.00.
3. Participants who withdraw less than five days before the first day of the first session will not receive a refund.
4. Participants who cannot take the certification because of medical or personal emergencies within five days before a scheduled certification appointment:
 - a. Situations will be reviewed, and resolution option(s) will be determined on a case-by-case basis.
 - b. Requests must include supporting documentation regarding the nature of the medical or personal emergency. See the Medical or Personal Emergencies section for details.
5. For SNNW to process the appropriate refund based on our policy, the [Refund Request Form](#) must be submitted.
6. All refunds will be processed from SNNW within ten business days and are subject to delays through the ACH vendor.
7. For statewide or local area emergencies affecting multiple participants or trainers, SNNW will offer free rescheduling to the next available class with no additional fees.

NO REFUNDS WILL BE ISSUED FOR THE FOLLOWING:

- Lack of access to email addresses used for registration, testing, and session admittance.
- Not meeting session attendance or participation requirements.
- Failure to pass required tests or to completion of test(s) during timelines.
- Participant did not follow academic policies.
- Failure to request a refund more than 15 days from the first missed session or class.

ADDITIONAL FEES

- Participants who need to retake one session will be charged 100.00 for a single retake.
- Participants who need to retake the entire class will be charged 400.00.
- Participants who are found not to be honoring academic integrity standards and need to attend an entire session will need to pay full costs for the class minus the deposit amount of 200.00.
- Participants who request a second copy of the certificate of completion will be charged a 20.00 fee.
- Participants for certification will be given two opportunities complete prerequisites. (An opportunity is defined as being given clear instructions on what was missing and where to locate it.) After two attempts by SNNW to review prerequisites, participants will need to pay an additional 200.00 fee for prerequisite checks.

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- Participants who do not complete the process in 90 days will need to begin again, including paying fees to check prerequisites and to hold on the waitlist.
- Agencies can substitute prequalified candidates for a class from their same agency who are further down the waitlist for no cost, however verification they work for your agency may be required.

REDUCED FEES

- Nonprofits receive a 200.00 discount with an approved application.
- For emerging providers in rural areas, one discount of 500.00 per fiscal quarter with approved Discounted Fees Request Application

DEFINITIONS

- Session: One of seven curriculum sessions and seven tests.
- Class: Orientation class that includes seven sessions.
- Participant: Applicant for a class.
- Pre-qualifications: Completing and submitting all training requirements for MAO.
- Intake: Process of paying fees, showing eligibility for a class.
- Waitlist: Order of participants for scheduling.
- Deposit: Money a participant provides to either check pre-qualifications for the waitlist to be a participant or hold a "class" offering.
- Refund: Amount refunded when it meets class policies.
- ED: Executive Director:
- SNNW: SilverNail NW Technical Assistance Team
- Slot: The place you have in a class.
- OAR: Oregon Administrative Rule(s)