

# MEDICAID AGENCY ORIENTATION

## ACADEMIC POLICIES

### REGISTRATION

- Each participant needs their own individual email.
- The email address used to register for the waitlist is the same email that must be used for all communication with SNNW regarding MAO.
- Participants who fail to respond to emails offering available classes within five business days will be moved to the bottom of the waitlist.

### ATTENDANCE REQUIREMENTS

- Participants must utilize a laptop or desktop computer for the Medicaid Agency Orientation and testing. You will be unable to participate fully utilizing a tablet or cell phone. You may not attend class while traveling or driving in a vehicle.
- Participants absent for more than 15 minutes of any single session will not receive credit for that session and will not be able to test. Brief connectivity issues are understandable, but please rejoin promptly. You must communicate difficulties to MAO@Silvernailnw.com.
- Participants must be on camera at least 50% of the time, participate in polls, and interact during breakout sessions.
- Failure to be on camera or participating in polls or breakout sessions at least 50% time will result in not receiving credit for attending that session, and you will not receive testing materials.
- Participants must meet all attendance requirements to receive the session post-test.
- Attend with intention. Participate and pay attention to the class, with the intention that you will learn what is being taught. This will give you the best possible chance to learn all the materials presented.

### TECHNOLOGY/ACADEMIC INTEGRITY:

- Participants may not video record, audio record, or screen capture any portion of the orientation or post-tests without written permission from SNNW. This includes screen captures of test questions and answers. (If participants are concerned with a post-test question, participants may write down the session post-test number and the name of the person or agency the question is about. Use the session number and name to email the information to MAO@Silvernailnw.com to review the concern.) Screen captures of post-test scores are allowed.
  - This is your celebration and accomplishment, so please maintain academic integrity in testing and follow the integrity principles. Use the resources provided for the testing. Do not use friends, family, current or former participants, or colleagues. Resources include orientation reference materials, pre-class homework, Oregon Administrative Rules (OARs) and information on the ODHS (Oregon Department of Human Services) website.
- Any participant who is identified as using technology to “hack” the testing software or not following the academic policies may result in disqualification and up to a year-long ban from reapplying for orientation with SNNW.
- Participants must ensure a workplace for trainers is free from hostility, threats, or violence. Participants who are not maintaining professionalism may be removed from the class by the admin until they can meet with the executive director of SNNW.

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**(CONTINUED)**

## **POST- TESTING SCORES**

- Participants must pass each post-test with a score of 80% or higher. Participants who fail the first post-test, will be given a second chance to pass the session post-test. The highest score will be recorded.
- Only one IP address is allowed per post-test. You may not share physical spaces or computers with other participants.
- Participants may not complete post-tests during any orientation session. Post-tests must be completed outside of session times. Working on post-tests during a session will result in a failed test score for that post-test.

## **RESCHEDULING PROCESS**

- **Single Session Failure Rescheduling Process:** For either Attendance Requirements or Test Failure
  - If a participant fails one session, the participant will need to retake that session. The next available session will be offered once the entire class is completed and the single session retake fee is paid.
  - If the participant fails a second time on the single session retake, they will be required to:
    - Retake the entire class, not just the one session that was failed.
    - Move to the bottom of the waitlist.
    - Pay total class fees with no discount.
- **Class Failure Rescheduling Process:** For either Attendance Requirements or Test Failure
  - If a participant fails two or more sessions, the participant will need to retake the entire class.
    - The participant will be encouraged to attend the remainder of the current orientation class but will not be offered additional tests.
    - The participant will be moved to the bottom of the waitlist.
    - Rescheduling for the retake class will occur when their number on the waitlist is next in line and the whole class retake fee is paid.
    - If the participant fails the entire class or a single session in the retake,
      - Move to the bottom of the waitlist.
      - Retake the entire class.
      - Pay total class fees with no discount.

## **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)