

MEDICAID AGENCY ORIENTATION

REFUND POLICY INFORMATION

REFUNDS ARE PROVIDED TO PARTICIPANTS AS FOLLOWS:

1. There are no refunds of deposits or rescheduling fees. There are no refunds of deposits for participants who do not send transcripts within three business days of registering on the waitlist. There are no refunds for deposits or withdrawals from the waitlist.
2. Participants who withdraw from the orientation class 20 calendar days or more before the first day of the class:
 - a. May request to be transferred to a different orientation class (one time) with no fee.
 - b. After the first rescheduling, a \$200.00 (non-refundable) rescheduling fee will be required.
3. Participants who withdraw from the orientation class less than 20 days before the first day of the class and five days prior to the first day of class:
 - a. SNNW will do our best to take your "seat" in the class with another prequalified participant.
 - b. If another prequalified participant takes the slot and pays for the class, the participant will receive a refund of their class payment except for their deposit/rescheduling fees.
4. Participants who withdraw from the orientation class less than 5 days before the first day of the class or do not attend the class or another qualified participant cannot take their "seat" in the class will be refunded \$0.00.
5. Participants who enroll in a class but do not pay the class fee by the due date will be moved to the bottom of the waitlist and must pay all fees before being scheduled in another class.
6. Participants who cannot take the orientation because of medical or personal emergencies within five days prior to a scheduled orientation class:
 - a. Must submit a request including supporting documentation regarding the nature of the medical or personal emergency. See the Medical or Personal Emergencies policy section for details.
 - b. Situations will be reviewed, and resolution option(s) will be determined on a case-by-case.
7. For SNNW to process the appropriate refunds based on our policy, the [Refund Request Form](#) must be submitted to MAO@Silvernailnw.com.
8. SNNW will process all refunds within 10 business days and are subject to delays through the ACH process through our vendor for payments.
9. For statewide or local area emergencies affecting multiple participants or trainers, SNNW will offer free rescheduling to the next available class or session with no additional fees.

NO REFUNDS WILL BE ISSUED FOR THE FOLLOWING:

1. Deposit towards the total cost of the class (\$200.00).
2. Lack of access to emails from SNNW, access to the email address used for registration, access to their Workday account, and/or access to Zoom.
3. Failure to meet session attendance or participation requirements.
4. Failure to pass required tests or completion of test(s) within timelines.
5. Failure to meet academic integrity requirements or admitting to use of previous tests, friends, family, or others to assist in completing the testing.
6. Failure to request a refund, as outlined in section 6, more than 15 days after the first missed session or class.
7. Rescheduling fees

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REFUND POLICY INFORMATION (CONTINUED)

CLASS FEES

1. \$1200.00 total cost for the MAO orientation.
 - a. \$200.00 deposit for pre-class homework check and registration to the waitlist.
 - b. \$1000.00 for attendance to all classes for a total of \$1200.00.
2. \$200.00 fee to be rescheduled in a different class after the 1st free reschedule.
3. All class fees will need to be paid by the payment deadline for the class.
4. Fees must be paid electronically at the time of registration and by the payment deadline for the class. In some cases, a business check will be accepted. To submit a business check, please email MAO@silvernailnw.com

ADDITIONAL FEES

1. Participants who need to retake one session will be charged \$100.00 for a single session retake.
2. Participants who need to retake the entire class (7 out of 7 sessions) will be charged \$500.00 for a whole class retake fee.
3. Participants will be given two opportunities to complete pre-class homework transcripts. (An opportunity is defined as being given clear instructions on what was missing and where to locate it.) After two attempts from the first request by SNNW to review or provide correct transcripts, participants will need to pay an additional \$200.00 fee for reviewing pre-class homework transcripts.
4. Participants who decline more than two classes or retake sessions in a row with more than 30 days notice can be moved to the 3rd session for a \$100.00 fee. Any future requests for the next session will require repayment for the entire class.
5. Participants who request a second copy of the certificate of completion will be charged a \$20.00 fee.

DISCOUNTED FEES

1. Nonprofits may receive a \$600.00 discount with an approved application. A Discount Fee Application must be submitted at the time of registration.
2. Emerging providers in rural areas may receive a \$600.00 discount with an approved application. A Discount Fee Application must be submitted at the time of registration. SNNW will approve up to 4 of these discounts per calendar year.

DEFINITIONS

1. Session: One of seven curriculum sessions and seven tests.
2. Class: Orientation class that includes seven sessions.
3. Participant: Applicant for a class.
4. Prequalifications: Completing and submitting all training requirements for MAO.
5. Intake: Process of paying fees, showing eligibility for a class.
6. Waitlist: Order of participants for scheduling.
7. Deposit: Money provided by a participant to check prequalifications for the waitlist, scheduling and administrative tasks, and to hold a "class" offering.
8. Refund: Amount refunded when it meets class policies.
9. ED: Executive Director:
10. SNNW: SilverNail NW Technical Assistance Team
11. Seat/Slot: The place you have in a class, such as one seat of thirty seats.
12. OAR: Oregon Administrative Rule(s)