

## **Eligibility Appeal Process Instructions:**

Topeka Metro has reviewed your application for Paratransit Service. Based on the information provided on your application, it was determined that you are not eligible or are temporarily or conditionally eligible. If you disagree with this decision, you have the right to appeal. If you require assistance, you may have someone represent you during the process.

*To file an appeal, this is what you need to do.*

- An appeal must be made within sixty (60) days from the date of the eligibility determination letter.

**To appeal in writing, send a letter to:** The Lift Service  
820 SE Quincy  
Topeka, KS 66612-1114

**To appeal by telephone, call:** 785-783-7000

- You have the right to be present during your appeal meeting.
- Your appeal should include:
  - Name, address, and phone number
  - A statement indicating the basis for your appeal
  - Information you believe would be helpful to your appeal
  - Statements from any agencies or physicians
  - Name & phone number of the person (if any) assisting you
- Your appeal will be reviewed by a committee of three Topeka Metro employees not involved with the initial decision. If the committee needs more information to make a decision, you will be contacted.
- You may be asked to have a functional assessment performed. This assessment would be explained in detail should it be required.
- The committee will make a decision within thirty (30) days of receiving your appeal. If a decision cannot be made within that time, you will be notified and, upon request, provided paratransit service until the decision is made. You will be informed of a revised determination schedule.
- Once a final decision is made, you will be notified in writing.
- If the original eligibility decision is overturned, you will receive an information packet including a determination letter, an eligibility I.D. certificate and the Lift User's Guide.
- If the original eligibility decision is upheld, you may file a second and final appeal by following the instructions listed above. Final appeals are reviewed by the Advisory Committee on Accessible Transportation Services (ACATS) via an in-person meeting. Transportation will be provided to and from the meeting, upon request.

If you have any questions regarding this process, please call the Lift Service at 785-783-7000.