

## **FINAL Eligibility Appeals Process:**

Topeka Metro has reviewed your appeal for Paratransit Service. Based on the information provided in your initial appeal or hearing, the decision was made to uphold the original eligibility determination or provide conditional or temporary eligibility. Your options are to either accept the determination or submit a second and final appeal. To file a final appeal, follow the same process you used to file your initial appeal. If you require assistance, you may have someone represent you during the process.

*To file a final appeal, here is what you need to do:*

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

**To appeal in writing, send 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 why you are appealing
  - 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
- Once the final appeal is received and date stamped, an in-person meeting will be scheduled as soon as possible. Transportation will be provided to and from the meeting, upon request.
- Your appeal will be reviewed by a committee consisting of three members from the Advisory Committee on Accessible Transportation Services (ACATS). Topeka Metro employees will not be involved in the decision-making process; however, they may be present in an advisory capacity.
- You may be asked to have a functional assessment performed. This 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, provided paratransit service until the decision is made, and will be informed of a revised determination schedule.
- Once a final decision is made, you will be notified in writing. ACATS' determination will be final and binding.

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