

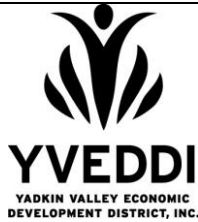


Standard Operating Procedures (SOP)

General Operations – Trip Denials

Page #	1 of 3	Date Last Reviewed/Updated	8-2016
Title of SOP Author	Transportation Director	Date of Approval	8-2014

Policy	Restriction and Denial of Trips
Purpose	Because YVEDDI Public Transportation has experienced a chronic overspend in trips provided by ROAP grant funding, the following policy and procedure will be implemented effective immediately.
References	None
Scope	<p>Grants affected by this procedure are:</p> <ol style="list-style-type: none"> 1. State Elderly and Disabled Transportation Program (E&D) 2. State Rural General Public Transportation Program (RGP) 3. Federal Elderly and Disabled Transportation Program (TTAP) <p>All critical medical, emergent and/or life sustaining trips will be provided regardless of funding.</p> <p>Restrictions All non-critical, non emergent and non-life threatening trips will be restricted to two trips per month using subsidized trip funding. All trips will be provided based on funds and vehicles available. Other adopted travel restrictions may apply.</p> <p>Clients may elect to pay the adopted and current full cost even if no subsidized funding is available.</p> <p>If sufficient funds are available in the county of residence for the client requesting transportation, restrictions may be waived or modified to increase the number of trips available to each client.</p>
Definitions	<p>Critical - of or relating to a medical crisis; an illness at the critical stage.</p> <p>Emergent - demanding prompt action; urgent</p> <p>Life-Sustaining - being the seat or source of life; performing a necessary function in the living body; as, the need for life-sustaining air and water.</p>



Standard Operating Procedures (SOP)

General Operations – Trip Denials

Page #	2 of 3	Date Last Reviewed/Updated	8-2016
Title of SOP Author	Transportation Director	Date of Approval	8-2014

Procedure	<p><u>Determination Process</u></p> <p>If the client has not scheduled two trips in the month, every effort will be made by the reservations department to schedule the trip requested.</p> <p>If the request for service is from an existing client already enrolled in the transportation program, the reservationist will determine if the trip request is for a life sustaining service or a critical medical appointment the reservationist will go ahead and book the trips. (Dialysis, Cancer Treatments etc.)</p> <p>If the request is from a new client not enrolled yet, the client will be referred to the Mobility Manager who will determine which programs the client is eligible for and will begin the enrollment process. The Mobility Manager will refer the client to other programs, both in house or with other agencies, if they are eligible. If the client is eligible for ROAP or TTAP programs the 2 trip per month restriction criteria will be explained and an opportunity to appeal will be offered.</p> <p><u>Denial of Trips Based on Lack of Funding</u></p> <p>If the request for service is for a non-critical or non life threatening service the reservationist will tell the client that the trips are restricted to two trips per month but if they wish they will refer the request to a supervisor for approval and that the supervisor will contact them. At that time, if requested, the reservationist will fill in their request information on a Non-Critical Trip Approval form and forward to the Scheduling Manager for approval. The Scheduling Manager will, if alternative solutions are available, schedule the trip requested. If the Scheduling Manager does not have a viable solution the request will be forwarded to the Trip Decision Team (Mobility Manager, Operations Manager and Scheduling Manager). If the Trip Decision Team cannot provide a viable solution to the trip request, the Mobility Manager will send the client a Denial Letter which will explain the appeal process.</p> <p><u>Appeal of Trip Denials</u></p> <p>If a client has received a Denial based on the lack of funding and the requested trip is for a non-life sustaining need, the client may appeal the decision by sending a letter to the YVEDDI Public Transportation, Director of Appeals. Appeals may be initiated by writing a letter stating why the client believes their appeal should be reconsidered and attach any supporting documents and mail it to:</p> <p>YVEDDI Public Transportation Attn: Director of Transportation Appeals P.O. Box 309 Boonville, NC 27011</p>
-----------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



Standard Operating Procedures (SOP) General Operations – Trip Denials

Page #	3 of 3	Date Last Reviewed/Updated	8-2016
Title of SOP Author	Transportation Director	Date of Approval	8-2014

The letter of appeal will be processed by the Transportation Director who will seek input from the Executive Director and the Finance Director as to whether YVEDDI will uphold the denial or provide the trip(s) requested regardless of funding availability.

The Transportation Director will within 3-5 business days inform the client in writing as to the final decision.