

CITY UTILITIES TRANSIT ACCESS EXPRESS

ELIGIBILITY APPEALS PROCESS

Access Express has received your application for Paratransit Service. Based on the information you have provided, we have determined that you are either not eligible, or conditionally eligible. If you disagree with this decision, you have the right to appeal. You are allowed a disability advocate to represent you during the appeal process if needed.

Here's what you need to do:

- Within sixty (60) days of receiving your eligibility determination letter, either you or your physician must provide City Utilities Transit a letter providing additional information why you disagree with the determination.

Send the letter to:

Access Express Coordinator
City Utilities, Transit Services
1505 N. Boonville
Springfield, MO 65803

- A decision will be made within seven (7) days of receipt of an appeal.
- Should the initial appeal be denied, a final appeal must be made within seven (7) days, in writing or by telephone, to the Ozarks Transportation Organization's Executive Director, 2208 W. Chesterfield Blvd., Suite 101, Springfield, Missouri, 65807, phone # 417-865-3042 Ext. 102. A final decision will be made within 14 days of receipt of an appeal. Once this final determination has been made, the eligibility appeals process is completed.
- However, if Access Express has not made a decision within 30 days of the completion of the appeal process, Access Express shall provide paratransit service from that time until and unless a decision to deny the appeal is issued.
- If in the future you or your physician feels your condition has changed, you may reapply for Access Express Paratransit Service.