



Eligibility Appeals Process:

Lakeway Transit has reviewed your application for Paratransit Service. Based on the information provided on your application, it was determined that you are not eligible, temporarily eligible, 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, here is what you need to do:

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

To appeal in writing, send letter to: Lakeway Transit Lift Service
9111 Cross Park Dr. Suite D-100
Knoxville, TN 37923

To appeal by telephone, call: 1-833-923-0032

- 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
- Your appeal will be reviewed by a committee of three Lakeway Transit employees not involved with the initial decision. If the committee feels more information is needed to make a decision, you will be contacted.
- 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.
- If the original eligibility decision is overturned, you will receive an information packet including your eligibility I.D. certificate and the Lift User's Guide.
- If the original eligibility decision is upheld, you may file a second appeal by following the instructions listed above. Second 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 need assistance during this process, please call the Lift Service at 1-833-923-0032.



Lakeway Transit Lift appeal form

Please complete this form if you would like to appeal our determination regarding you eligibility for the Lakeway Transit Lift Service. Once completed, please return it to the address listed below. Completed forms must be postmarked within 60 days of the date of your eligibility determination letter.

Name: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Telephone number with the area code: (_____) - _____

Select one of the following:

_____ I choose to submit additional information for the Appeal Panel to consider, but do not want to appeal in person. (If you choose this option, please send all additional information you would like the Appeal Panel to consider along with this form. Please consider the information on the page attached to your letter of determination titled "Basis for the Determination" when preparing additional information.)

_____ I choose to appeal in person. (If you choose this option, we will contact you to schedule a mutually agreeable day and time for the appeal hearing. You may bring additional information to the hearing and can attend with others who are able to provide information on your behalf.)

Applicant signature: _____

Date: _____

Return completed form to:

Lakeway Transit Service
9111 Cross Park Dr. Suite D-100
Knoxville, TN 37932