

## 19.10 TRANSPORTATION REMUNERATION INCENTIVE PROGRAM

### A. Introduction

The Transportation Remuneration Incentive Program (TRIP) is designed to recognize the unique transportation needs of low-income aged and handicapped persons. The purpose of TRIP is to provide assistance in the form of ticket coupons with which eligible participants may purchase transportation service. Providers such as taxis must be approved by the Public Service Commission of West Virginia and be registered with the TRIP Program to participate. The PSC gives mass transit providers an exemption from registration, but they must be registered as a provider with the Division.

TRIP tickets may be used to purchase transportation service for any purpose of travel desired by the participant. The emphasis of this program has changed from socialization to medical and rehabilitation needs for low-income and handicapped individuals.

### B. General Information

The TRIP Program was implemented in June, 1974, through the joint efforts of the Community Services Administration, Commission on Aging, Department of Transportation, Department of Health, Education and Welfare and the West Virginia Division of Human Services. It is currently maintained by State funds through the Department of Health and Human Resources, Office of Income Maintenance.

TRIP is administered through a declaration eligibility process. The participant must meet the requirement of residence, age or handicap and financial eligibility.

Eligible participants receive a monthly authorization card which allows them to purchase TRIP tickets. The amount of TRIP tickets received and the cost depend on the number of people certified to receive them. Each book costs \$3.00. The authorization cards may be redeemed in person or by mail. Most contacts take place at the local Division of Human Services Office, but a few offices have local Community Action Agencies helping with the issuance of tickets.

A TRIP ticket book consists of twelve 50-cent and eight 25-cent coupons for a total value of \$8.00. Coupons are removed by the client and given to the driver/ticket taker for payment of fares. All ticket books now have expiration dates on the back of the books.

A special feature of TRIP is the Authorized Attendant (AA) and Multiple Issuance (MI) policy. The Authorized Attendant policy allows extra ticket book issuance when the client requires someone to travel with him because of age and/or disability. Multiple Issuance consists of up to three extra books when the client has extensive travel because of medical needs or rehabilitative needs. TRIP tickets may also be used to pay a certified provider for the cost of delivery of essential items, such as prescriptions when the client is either ill or unable to get to the pharmacy.

### **C. Organizational Responsibilities**

1. The local offices of the Department have the following responsibilities:
  - Determining the eligibility of the client.
  - Issuing TRIP tickets to eligible participants.
  - Performing annual redeterminations of eligibility.
  - Providing for the safe storage of TRIP tickets.
2. The State Office is responsible for:
  - Establishing program eligibility standards.
  - Establishing ticket issuance procedures.
  - Providing support to the local office for program management.
  - Certifying and registering all transportation providers who wish to accept TRIP tickets.

### **D. Relationship to Taxation and Financial Assistance Programs**

The TRIP Program is designed to provide monetary assistance in the form of ticket coupons to eligible clients and shall

not be used to reduce or replace any in-kind, monetary or social assistance provided through existing Economic Service Programs.

The value of the bonus TRIP ticket allotment issued to an eligible client shall not be considered as income or resources for any purpose under Federal, State or County law relating to taxation, public assistance, or any other type of assistance.

#### **E. Case Records**

The purpose of the case record is to maintain the information needed to substantiate the status of the case at any given time. TRIP case record information will be filed in the same folder with information about other Department Programs. It will become a part of this case record, but will be retained in the two "blocks" separate from the other part of the record. These two TRIP case record "blocks" are:

1. TRIP Eligibility Block - This block of information will contain the application/redetermination information.
2. TRIP Correspondence and Verification Block - This block will contain all verification that is applicable to the case. It will also contain the Approval/Denial Letter information, Notification of Case Action information, Requests for Medical Information (ES-TR-6), Notification of Information Needed, and any other correspondence.

#### **F. Eligibility Requirements: Benefit Groups/Residence**

##### **1. Benefit Groups**

The benefit group will consist of those individuals who reside in and occupy the same housing unit and meet the eligibility requirements of the TRIP Program. It is possible to certify any number of eligible individuals on any one application or within any given case. However, the maximum number of books that can be issued under any one case number via a computer-generated authorization card is three. Therefore, if five people are certified to receive TRIP tickets within the same case, they will receive an authorization card for only

three books. Since the normal monthly issuance is one book of tickets per person, the household benefits are decidedly reduced. Therefore, each eligible person may constitute a separate TRIP benefit group, or the eligible individuals may be approved in any combination.

2. Separation of Eligible Individuals into Separate Benefit Groups

Separate applications may be taken for individual members of the same household when it serves to benefit the individual applicant and/or when the income is in excess of the allowable income level. Examples follow:

**NOTE:** Allowable income level changes each calendar year. This information is provided to the local offices via memorandum from the State Office.

**N** Mr. and Mrs. Jones live with an adult child (over age 18). Each of the three persons receive \$434 month unearned income based on their disability. The monthly income limit for three people is \$681/month. The Jones' income totals \$1,140/month. Therefore, they are ineligible as a three-person group. Separate applications may be taken on each of the three persons since individually they are each below the \$434/month level for one person. See Section H-1 for determination of monthly unearned income.

**N** Mr. and Mrs. Jones each have \$150/month income. Each of their two children has \$125/month. Their total income is \$550/month, but by putting them all in the same case, they can only receive benefits for three persons. If Mr. and Mrs. Jones are placed in the same benefit group, their income is not excessive for two people.

In addition, the following combinations are possible:

- a. Four separate cases.
- b. Three cases: one for Mr. Jones, one for Mrs. Jones and one for both children.

- c. Two cases: one parent and one child in each case or both parents in one case and both children in another.

In general, the action which is most beneficial to the client will determine the grouping of individuals into cases.

### 3. The Eligibility Requirements of Residence

Applicants for TRIP tickets will apply in the county in which they live. Any individual who maintains a residence, regardless of citizenship or length of time they have lived in the State, will be considered eligible provided they meet all other eligibility requirements. However, this does not include those who are merely visiting in the State. The intent of maintaining a residence should be one of a permanent nature.

### 4. Eligibility of Individuals in Special Living Arrangements

Certain individuals eligible for TRIP often have special living arrangements. In order to provide this special group with program benefits, the following procedures will apply:

#### a. Public Institutions

A 90-day period of eligibility will exist for TRIP clients who enter a public institution. Those not receiving TRIP tickets upon entering an institution may make application in the county in which the institution is located. If already active, the case will be transferred to the county in which the client will reside while institutionalized.

A public institution is a facility which is the responsibility of a government unit or over which a governmental unit exercises administrative control.

b. West Virginia School for the Deaf

Located in Romney, this facility is operated through the State Board of Education and is not to be considered a public institution for TRIP eligibility and participation purposes. Applications for students of this school must be made in the county of their residence. Students who are receiving TRIP tickets will not have their cases closed after 90 days beyond their entrance date. TRIP tickets are to be mailed to the students by their parents after purchasing the tickets in the county of their residence.

c. Personal Care and Nursing Homes

Elderly and/or handicapped persons who are residents of personal care or nursing homes and who are judged ambulatory by their physician or home director are eligible to be considered for participation in the Program. Consideration may be given to wheelchair patients provided authorized wheelchair transportation vehicles can serve these applicants. Because of the special circumstances of these living situations, only the personal living allowance or any other form of direct payment over and above the nursing home personal care home payment will be considered as income to the application.

**NOTE:** The TRIP Program is not to be used to provide medical transportation for ICF/MR or nursing home residents. This is the responsibility of the home and there are established methods for the facility to claim reimbursement.

d. Foster Homes

Any handicapped or disabled foster child may be considered for participation in the TRIP Program.

e. Rehabilitation Centers - Halfway Houses

Persons who reside in Rehabilitation Centers, Halfway Houses and other similar facilities as a

result of some type of handicap or disability will be eligible for TRIP provided they meet financial eligibility requirements. All wages or training allowances will be considered in determining financial eligibility.

f. Veteran's Administration Hospitals

Veteran's Administration (VA) hospitals are not to be considered as a public institution for TRIP eligibility purposes. Elderly and/or handicapped persons who are residents of VA hospitals who are judged ambulatory by their physician and are free to "come and go" at will are eligible to be considered for participation in the program.

Consideration may be given to wheelchair residents provided authorized wheelchair transportation vehicles can serve these applicants. Applications can be made in the county in which the VA hospital is located. If already active, the case will be transferred to the county in which the client will reside as a resident of the VA hospital.

**G. The Eligibility Requirement of Age and Handicap/Disability**

1. Age

To meet this eligibility requirement, the client must be 60 years of age or older during the month in which he applies (see Section K).

2. Handicap/Disability

a. Definition

In order to meet the Program's definition of handicap/disability, the client must be disabled in such a manner that it interferes with or prevents maintenance of a normal life routine. In addition, the handicap/disability must be expected to last at least TWELVE CONSECUTIVE MONTHS FROM THE DATE OF APPLICATION.

b. Procedure to Establish Handicap/Disability

(1) Receipt of Disability Benefits

Receipt of some disability benefits may be used to meet this eligibility requirement. Examples of this would include those who receive such statutory benefits as SSI, RSDI (disability), private disability benefits, SSI-Related Medicaid, VA and Black Lung benefits. Clients who are not receiving such benefits or who cannot establish, via a medical statement (ES-TR-6), a one-year period of continuing eligibility from the date of application, will not meet the requirement of handicap/disability.

(2) Receipt of VA Benefits

Clients who are receiving Veterans Administration benefits are sometimes placed in a "percentage of disability" classification. For purposes of establishing eligibility for TRIP, any percentage of disability will satisfy the requirement.

(3) Eligible for TANF/WV WORKS Based on Incapacity

In TANF/WV WORKS cases (incapacity) the requirement of handicap/disability will be met only if reevaluation by MRT is due one year or more from the date of application for TRIP or if no reevaluation was required by MRT. For verification of handicap/disability, see Section K.

**H. Financial Eligibility**

In determining the amount of income available to the client, the Worker should first compute the total earned and unearned income. If the countable income exceeds the allowable income standards, the possibility of separate applications and cases should be explored. See Section F2.



1. Unearned Income

The conversion factors of 4.3, 2.15, and 2.0 will be used to convert weekly, pay every two weeks, and bi-monthly income to a monthly figure since TRIP financial eligibility is determined from a monthly amount.

a. Unearned income that must be counted includes:

- Public Assistance benefits, including Child Support Incentive(CSI)
- Workers' Compensation benefits
- Black Lung benefits
- RSDI and SSI benefits
- Cash contributions
- Pensions
- Insurance
- Interest, rent, room and board income
- Any other type of unearned benefits

**NOTE:** Monthly foster care payments (in addition to any other income) for handicapped foster children will be considered as unearned income to the child. The income of the foster parents would not be considered as income to the foster child.

b. Deductions from Unearned Income

The only deduction given for unearned income is the Medicare premium amount (Part B).

c. Excluded Unearned Income

There is only one type of excluded unearned income for TRIP. It is:

For clients in personal care or nursing homes, only the personal living allowance or any other form of payment over and above the nursing or personal care home payment will be considered as income.

d. Determining Countable Unearned Income

In deciding which unearned income in the household to count for the TRIP client, the Worker will consider only the income paid to him and/or for him (i.e., received by someone else because the client is unable to handle it).

**EXAMPLE:** Mr. Jones receives \$200/month VA benefits. He and his wife both live on this income, but none of it is designated by the VA as being for his wife. If Mr. Jones applies for TRIP, the income to be considered is his \$200/month. It is received by Mr. Jones for Mr. Jones. Should his wife want TRIP tickets, her income would be "0". If \$50/month of the VA benefits had been designated by VA for Mrs. Jones, then her income would be \$50/month, and Mr. Jones' would be \$150/month.

2. Earned Income

The conversion factors of 4.3, 2.15, and 2.0 will be used to convert weekly, pay every two weeks, and bi-monthly income to a monthly figure since TRIP financial eligibility is determined from a monthly amount.

a. Earned income that must be counted includes:

- Wages
- Salaries
- Profits from self-employment
- Commissions
- Training allowances received from Work and Training, Manpower Training Program or other similar vocational and rehabilitation programs.

b. Deductions from earned income is as follows:

Twenty percent (20%) of gross non-excluded earned income including gross profit from self-employment is disregarded.

c. Self-employment

In the case of self-employment, a standard deduction of 25 percent of the gross income and expenses is made to determine countable monthly income, along with a 20 percent deduction for earned income.

d. Excluded Earned Income

There are three exclusions for TRIP earned income:

- In-kind income
- Income received irregularly and income that cannot be reasonably anticipated as available during a three-month period and does not exceed \$30 in a three-month period.
- Income received from participation in the Foster Grandparents Program.

e. Determining Countable Income

In deciding which earned income in the household to count for the TRIP client, the Worker will divide the countable earned income by the number of people the income is expected to support. This number is limited to the number of people the working person has legal responsibility to support.

**EXAMPLE:** Mr. Jones' net earnings are \$650/month. He lives with his wife, one child and his mother-in-law. The mother-in-law receives \$75 in VA benefits. The parents are applying to receive TRIP tickets on behalf of the child. All the money in the home is pooled and expenses are shared. The income counted for the child is 1/3 of the father's countable earned income. The income of the mother-in-law is disregarded and she

is not one of the persons that Mr. Jones is responsible to support, so that the earned income is divided by 3, not 4. If the mother-in-law wanted TRIP tickets, her net countable income would be \$75.

## I. Determination of Total Countable Income

The countable earned and unearned income for the benefit group (see Section F-1) is added together and the total is compared to the Monthly Allowable Income Standards to determine eligibility.

**EXAMPLE:** Mr. Jones' countable earnings are \$550/month. He lives with his wife, one child, father-in-law, and an adult brother-in-law. The wife has no income. The child receives \$100/SSI month. The father-in-law receives \$250/month from insurance benefits. The adult brother-in-law works part-time for a net monthly income of \$100/month. They pool their money and share expenses.

If Mrs. Jones applies for TRIP, the only income considered is 1/3 of her husband's countable earnings.

If the child applies for TRIP, the amount of her SSI (\$100) plus 1/3 of her father's countable earnings constitute her countable monthly income.

If the father-in-law applies, the only income is his \$250/month.

If the brother-in-law applies, the only income used is his earnings of \$100/month.

### 1. Determination of Financial Eligibility

Financial eligibility is determined by applying the countable monthly income of the applicant to the Monthly Allowable Income Standards for the appropriate year. TRIP is limited to benefits for a maximum of three (3) persons per case (see Item F). Example, if one person constitutes the benefit group, his monthly countable income cannot exceed the SSI benefit amount for one person. If two persons are in the benefit group, the combined countable income of both eligible persons may not exceed the SSI benefit amount for two (2) persons.

- MONTHLY ALLOWABLE INCOME STANDARDS are updated on yearly basis.
- TRIP is limited to benefits for a maximum of three persons per case. (See Section F)

## 2. Basis for Ticket Book Issuance

For benefit groups with more than 3 eligible individuals, see Section F-1 and 2.

### BASIS FOR TICKET BOOK ISSUANCE

Number in the Benefit Group	Ticket Value or Monthly Allotment
1	\$ 8
2	\$16
3	\$24

## 3. Purchase Requirement

Each book of TRIP tickets will cost \$3.00, including extra books issued for Authorized Attendant and Multiple Issuance (see Section K.5). Therefore, a one-person benefit group would receive one book of tickets for \$3.00 and a two-person benefit group would receive two books for \$6.00.

TRIP tickets may be paid for by personal check as well as by cash, cashier's check or money order.

## 4. The Eligibility Requirement of Client Cooperation

The client must provide the Department with information needed to establish or reestablish eligibility. Failure to cooperate with the Department will result in client ineligibility. The client will remain ineligible until the needed information is furnished or until it can be demonstrated that it is not needed. Case closure for failure to cooperate, as with any adverse action, is subject to prior notice.

## J. Verification

With the exception of Multiple Issuance, Authorized Attendant and disability (when disability benefits are not received), verification is not required to establish eligibility for TRIP because it is based upon a declaration system. However, after examining the application or talking with the client regarding information provided on the application form, the Worker may at any time request verification from the client regarding any item contained on the application form if the Worker questions the information. For example, if the Worker is required to return the application form to the applicant more than once because of continued inconsistencies, it would be good judgement to require the applicant to verify his claims.

Normally, however, the Worker will not be required to request verification except in the situations above. Should the Worker find it necessary to ask for verification, the following procedures will be used:

### 1. General Instructions for Verification

Generally, verification will be handled for TRIP in the same way it is handled for other Economic Service Programs. The client will be informed in writing of the verification needed and be given a deadline by which time the verification is due.

If the client notifies the Worker of an unforeseen delay in obtaining verification or of difficulty in getting it, the Worker will set another deadline and provide any help the client may need. Case record recordings should fully document reasons for requiring verification and the results.

### 2. Verification of Age

Specific instructions for verification of age can be found in Chapter 4.

### 3. Verification of Disability or Handicap

If Department records are available to certify the client's handicapped status, the Worker will make reference to these documents. If such records do not

exist, the client will be required to furnish such documents as physician's statement, award letter, etc. If the client does not have such documents, the Worker should prepare form letter ES-TR-6 and send this to the appropriate physician or to the client who will forward it to his physician. The physician must indicate that the period of disability is anticipated to last for one year or longer (beginning with the date of application) to certify the client for TRIP based on a handicap. The client is responsible for any cost this may involve.

4. Verification of Income

Verification is not required to establish eligibility as TRIP is based upon a declaration system (See Section J.)

5. Verification for Extra Benefits (MI/AA)

- a. For Multiple Issuance, the Worker must verify that the client has to travel for medical reasons or meets other eligibility requirements for Multiple Issuance (see Section V). If Authorized Attendant policy is involved, the Worker must verify that the client must have someone travel with him due to medical reasons. Written medical statements should be obtained with possible. Otherwise, a verbal statement from the doctor's office will suffice. The Worker must document in detail any verbal verification received.
- b. If the MI client is not using the least expensive means of transportation available, it must be verified in the case record that he is unable to use it and must travel by a more expensive mode. For example, a client has two means of travel to keep a doctor's appointment -- taxi and bus. Since travel on a bus is usually less expensive than in a taxi, the case record must justify the use of a taxi if that is what is being requested.
- c. The cost of transportation for MI must be verified. If this is unavailable, the Worker must accept the client's word for the cost or rely on his own knowledge. This information needs to be included in the summary requesting approval for MI (see Section R).

## **K. Eligibility Determination System**

### **1. The Declaration Process**

In the declaration application process, the applicant "declares" his status by truthfully answering the questions on the application form. The Worker will accept the applicant's answers as factually correct unless the Worker feels, because of conflicting or incomplete answers, that such information as supplied by the client is incorrect or false. The client will be asked to clarify any discrepancies the Worker may find. If he is unable to do so (to the Worker's satisfaction), the Worker must request verification.

### **2. ES-TR-1 Application and Redetermination Form**

The ES-TR-1 is used for TRIP applications and redeterminations. It is completed by the client and may either be brought or mailed to the local office. No face-to-face contact is necessary in the eligibility determination process. The form has instructions for completion. No special Worker instructions are necessary since the form is self-explanatory.

### **3. Client Notification**

The client will be notified in writing of all changes that affect his case in any way. The same notification forms used in other Office of Family Support Programs are also used in TRIP.

### **4. ES-TR-7 TRIP Identification Card**

Each participant in the TRIP Program is to have his own TRIP card. It is issued at the time of approval and replaced as necessary after that. The reverse side of the ES-TR-7 lists all people eligible to use the TRIP tickets received under that particular case number. If there is no more than one person certified to use the tickets in one case, each person will have his own ID card identical to the one issued to the person whose name the case is in. The ID card must be presented when buying TRIP tickets in person from an issuance center. It need not be mailed in if the mail issuance



process is used. In addition, some TRIP providers occasionally ask for client identification.

**L. The Application Process**

1. Anyone has the right to apply for TRIP tickets. Applications may be made in person at the Department's local offices or by completing an ES-TR-1 and returning it.
2. All applications require a decision within 30 days from the receipt of the completed ES-TR-1. The application process begins when the ES-TR-1 is received by the Worker and ends when the data system action has been completed and the client is notified of a final decision of eligibility in writing.

**M. Initiation of Application Process**

When an individual or someone in his behalf makes known his desire to apply for TRIP, the application form is given to that individual either in the office or via mail. If the applicant requests assistance in completing the form, the Worker should provide the assistance. If others are assisting in completion of the application, the Worker should remind them to sign the form. When assisting the applicant with form, the Worker should encourage the applicant to complete the form himself.

**N. The Formal Application**

When the completed application is received from the applicant (hand-delivered or mailed to the office), the stamped date of receipt is the date of application. If the client would by chance give his application form to the Worker instead of the receptionist or the application is not stamped in, the date entered by the applicant becomes the date of application.

**O. Responsibilities of the Economic Service Worker in Processing Applications**

1. Accept the TRIP application and check for completeness.
2. If not complete, it will be sent back to the client with instructions on how to complete. The Worker will

assist the client in completing the application or in obtaining verification if the client needs help.

3. If the form is complete, the Worker will determine eligibility by reviewing information on the application as to residence, age, handicap, income. (See Sections E-3, G, and H.)
4. If more information is needed, the Worker completes form ES-6 and gives it to the applicant. The Worker also establishes a deadline for receipt of the needed information.
5. If verification of disability is needed, form ES-TR-6 is used. The client should be aware that he is responsible for payment if payment is required by the physician. Before using this form, the Worker should always check for other case records that may contain statements or documents of disability. If form ES-TR-6 is used, the information must indicate that the disability will continue for at least one year from the date of application.
6. Once all information is received, the Worker will make a final decision as to the eligibility of the client, as found below:
  - a. If the client is eligible, the Worker will submit a data system transaction to approve the case, and notification will be sent to applicant. The client will be advised as to when to expect the first authorization card. The client's request for extra tickets if found on the ES-TR-1 will be evaluated and the procedure in Section S will be followed.

**NOTE:** A manual card may be issued for the current month's TRIP tickets in emergencies or in the event of Agency delay in processing the application.

- b. If the client is not eligible, the Worker will submit a data system transaction to deny the application. The client will be notified of the denial and will be notified of his right to a Hearing.

- c. If the client withdraws his application, the Worker will submit a data system transaction to withdraw the application. The client will be notified. A client may reapply at any time after his application was denied or his case was closed no matter what the reason was for the denial or closure. A new application must be completed and the application process must be repeated.

**P. Special Procedures in Processing Applications**

1. If the Worker receives a request from another county to transfer a closed case, the Worker will transfer the case record to the new county of residence complete with a recording. No terminal transaction will be made. The Worker in the new county of residence will follow instructions in Item 3 below.
2. If an applicant has an inactive case in another county, see 3 below.
3. If the applicant has an inactive case in another county, the Worker will request the other county to transfer the case record to the new county of residence. If the case number is still valid (has not been inactive for 14 months or longer), the Worker in the new county of residence will transfer and reopen the case instead of assigning a new case number.

If an applicant is new and moves to another county before the application is processed, the application will be a new denial. The applicant will reapply in the county to which he moved.

**Q. The Redetermination Process**

1. Completion of Redetermination
  - a. Certification Period

Redeterminations are completed on all cases at the end of their period of certification. Usually, the period of certification is for twelve (12) months. Multiple issuance cases will be reviewed every twelve months also, unless approved for a one time only trip or for a short term where the

condition is likely to change. At the end of the certification period, all eligibility factors subject to change must be reevaluated. This reevaluation is called the redetermination. For changes which will occur before the certification period ends, manual controls are used. Cases are never certified for more than twelve months.

b. Beginning and Ending of the Redetermination Process

The redetermination process begins when the packet application/redetermination form and the notification of case redetermination is mailed to the participant and ends when the action is transmitted to report a completed redetermination and/or changes or case closure and the participant is advised of the action taken via appropriate correspondence.

2. Control of Redeterminations

a. Control for redeterminations is established by RAPIDS

b. Redetermination List

Cases that are DUE and OVERDUE are shown on the redetermination list.

c. Deadline for Redeterminations

The deadline date for transmission of the redeterminations is the 15th of the month in which it was due. The Worker will have less than 30 days to complete the review because the printout is received about four or five days after the 15th of the month before it is due.

d. Completing a Redetermination Prior to Due Date

The Worker may complete a redetermination at any time before the actual due date when he is notified of any changes that have taken place such as changes in the family situation, etc.

3. Relationship to Food Stamp Redetermination

The TRIP redetermination will be done at the same time one of the Food Stamp redeterminations is being completed so that a schedule can be established for the two reviews to coincide.

**EXAMPLE:** A Food Stamp case is approved effective 1-93. It is due for review in 7-93. The Worker should complete both the Food Stamp and TRIP redeterminations in 7-93 so that the TRIP redetermination will be due at the same time every year.

4. Procedure When the Redetermination is Incomplete

When the form is returned incomplete, the Worker will return it to the client with instructions as to what is missing and will establish another deadline for its return.

5. Procedure When the Redetermination Request is Not Returned

If the redetermination information is not received within the deadline set by the Worker, he will close the case. If the completed form is returned after case closure, it is to be used as an application to reopen the case. See Sections L & M.

6. Responsibilities of the Worker

The responsibilities of the Worker in the redetermination process are the same as for an application (see Section L & M) except that the terminal transaction will be a change and the client will be notified of any changes. No ID card is necessary unless the client requests a new one.

**R. Special Procedures in Processing Redeterminations**

1. More than One TRIP Case in the Home Due for Redetermination

If two individuals in the same home (ex: husband and wife) both receive TRIP tickets, and they have separate cases, two redeterminations are necessary. One

redetermination form is necessary for each case number no matter how many case numbers are within the same benefit group.

2. Case Transfer During Month of Redetermination

If a TRIP case is transferred to another county at such a time that the original county is not able to complete the redetermination, the new county must be notified by memorandum or terminal message that the case is due for review.

**S. The Case Maintenance Process**

During the period of time between redeterminations, the Worker will receive information concerning various cases that require changes and closure action.

1. Initiation of Case Maintenance

The Worker performs case maintenance tasks as a result of information received from the client regarding changes in his circumstances. Whenever changes of this type are made as a result of information provided by the client, the worker may elect to complete a full scale redetermination if he feels it is in the best interests of the Agency and client to do so. For example, if numerous changes are required or if the redetermination date is near, the Worker may find it convenient to complete a redetermination.

2. Transfer of Cases

See Item P.

3. Case Closures

a. Case closure may occur as a result of (1) failure to meet eligibility factors, (2) loss of contact, (3) failure of client to provide information needed to establish continuing eligibility and/or provide documents needed for verification and (4) client's request. Loss of contact is defined as the failure of the client to respond to correspondence when the Department uses its most current information in the attempted contact. The

Worker must make a reasonable attempt to contact the client before case closure.

- b. In any situation, the Worker will complete the closure transaction and inform the participant in writing that his case is being closed and the reason for the closure.

**T. Responsibility of the Economic Service Worker**

1. The Worker will inform the client of his responsibility to report all changes in his situation.
2. The Worker will accept information from the client.
3. On the basis of new information, the Worker will redetermine eligibility and make any necessary system transactions to update the case.
4. The Worker will notify the client of any changes which affect his eligibility. The changes involving adverse actions are subject to ten day advance notice.

**U. Special Procedures in the Case Maintenance Process**

1. Non-receipt of Authorization Card

If the client does not receive an authorization card, there are certain procedures that must be followed before a manual card is issued for replacement. It is necessary to make sure the card was mailed to the correct address. If not, the Office of Financial Services must be contacted to see if the card has been returned. All authorization cards returned from the Post Office to Financial Services will be sent to the county office, usually by the 10th of any month. When it is returned, it can be forwarded to the client's new address. When it is not returned and a terminal inquiry of cashed checks shows it was not cashed, a manually written card may be issued. Justification in the form of complete case record recordings outlining each step in the process is needed.

2. Mail Issuance from County Office Not Received

- a. If a client has requested mail issuance and the tickets are lost in the mail between the local office and the client's home, a TRIP-38 must be completed and a manually written authorization card may be issued. The client will not be required to pay for the tickets again.
- b. If after follow-up with the postal authorities, it appears that the books were delivered and then stolen, a report should be filed with the appropriate law enforcement agency. In the event the household reports two instances of non-delivery, they must be denied mail issuance.

3. Lost Authorization Card

If the authorization card is lost, it may be replaced if a terminal inquiry shows it has not been cashed, and if the client will sign a statement that says he lost the card, but should he find it, he will not redeem it.

4. Stolen Authorization Card and TRIP Tickets

If the authorization card is stolen, it may be replaced if a system inquiry shows it has not been cashed and if the client can provide proof of the theft via police report. This also applies if the TRIP tickets themselves were stolen.

5. Lost TRIP Tickets

If TRIP Tickets are lost, they cannot be replaced.

6. Notification to Issuance Clerk

In instances where the whereabouts of the authorization card is unknown (not received by the client and not returned to Financial Services) and a replacement was issued, the issuance clerk should be instructed to watch for the original authorization card.



7. Ineligibility for Mail Issuance

If a client's TRIP tickets or authorization card must be replaced twice because he did not receive the card or the tickets in the mail, he will no longer be eligible for mail issuance. The issuance clerk must be notified of each instance.

8. Refund of Purchase Requirement

a. Under the following conditions, the purchase cost of transportation tickets may be refunded to the benefit group by request from the client, the authorized representative, legal committee, or a legally appointed administrator of an estate:

- (1). an authorized provider of transportation is no longer available in the area of the household's residence;
- (2). death of all eligible benefit group members;
- (3). moving out of state or to an area where the TRIP Program is not in operation; or
- (4). return of an ineligible issuance or an issuance to correct an overcharge of the purchase price.

If the request for refund is not for any of the previously listed reasons, a refund cannot be made without special approval through the TRIP Coordinator, Office of Family Support.

b. The Form ES-TR-6 is to be completed on the local level in an original and two copies. The original is sent to:

- (1). Department of Health and Human Resources  
Office of Family Support  
Transportation Remuneration Incentive Program  
Capitol Complex  
Building 6, Room 749  
Charleston, West Virginia 25305

along with the transportation books for payment and auditing purposes. One copy is given to the person requesting the refund as a receipt for the returned books, and the remaining copy is filed in the benefit group's case record.

- (2). The information will be processed for evaluation and the amount of refund due will be made. Payment should be received by the person requesting the refund in approximately 30 days.
- (3). The returned TRIP tickets will be cancelled and retained at the State Office for auditing purposes.

#### **V. Extra TRIP Benefits Due to Special Circumstances**

There are special circumstances which would qualify a participant for extra TRIP ticket books.

##### **1. Authorized Attendant (AA)**

An Authorized Attendant is an individual designated by the participant to assist the participant in his travels.

##### **a. Requirements for Eligibility**

The individual requesting extra benefits due to the need for an Authorized Attendant to travel with must have an active TRIP case and must provide medical verification of the need. There must also be someone available to fill this need. The AA may be any responsible person the client designates whether he is a member of the family or not.

##### **b. Usage and Issuance of Extra Tickets for AA**

- (1). Extra ticket books are issued in the name of the participant but used to pay the Authorized Attendant's travel costs.

- (2). When issuing extra ticket books for an Authorized Attendant, the books are issued in the case name and the client is requested to retain possession of these extra books. In no instances shall the number of extra ticket books for an Authorized Attendant exceed the number of regular and multiple issuance books to the client. For example, if the client needs an Authorized Attendant and two extra books via multiple issuance for traveling to his physician, then issuance for his Authorized Attendant would be three books to equal the regular and multiple issuance of the client. (The client receives one regular book and two extra books.)
- (3). If the client needs one book of regular issuance and an Authorized Attendant, then one extra book is issued to the Authorized Attendant.

## 2. Multiple Issuance (MI)

Consideration may be given in special situations for multiple ticket book issuance beyond the normal issuance of one \$8 ticket book per month. A limit of three extra books per month per participant cannot be exceeded regardless of the situation or total cost of the travel.

## 3. Requirement for Eligibility

The individual requesting extra benefits due to the need for Multiple Issuance must have an active TRIP case, and must provide medical verification that the travel is (1) for medical reasons, (2) because of a handicap condition or (3) part of a treatment plan. One of the following situations must exist before the client is eligible for MI:

- a. Client is required to make monthly or more frequent (daily, weekly, bi-weekly) trips to physician or medical facility that cannot be met through one regular book via the most economical transportation available.

- b. Because of a handicap or medical condition, the client must use a more expensive form of travel than might normally be necessary.
- c. Sheltered workshops or similar facilities are not medical facilities in the usual sense of the term. However, sheltered workshops serve a group of TRIP participants. In such, Multiple Issuance may be considered for clients who attend sheltered workshops. Verification from a physician or psychiatrist must indicate that the client's workshop attendance is part of his treatment plan.
- d. In certain situations, a physician may prescribe travel to a certain destination for his patient as part of the treatment plan. Multiple Issuance may be approved for these situations. Medical verification must be obtained and the physician must specifically state that such a trip is a part of the overall treatment plan for the client.

4. Usage

Extra ticket books are issued in the case name. A book of TRIP tickets may not be divided for issuance purposes, so a client may receive more tickets than needed.

5. Procedure for Approval of Extra Benefits for AA/MI

The Worker must prepare a brief summary of justification to be submitted to his Supervisor. The summary must contain the following:

a. Authorized Attendant

- (1). Justification for the need for an authorized attendant (attach medical verification).
- (2). Number of extra books to be issued to the participant on a monthly basis (maximum of three).
- (3). Name and address of the attendant.

b. Multiple Issuance

- (1). Distance in miles of travel from residence to service center, physician, medical facility and/or sheltered workshop.
- (2). Type of transportation available.
- (3). Cost per round trip on the most economical type of transportation available.
- (4). Required number of trips on a weekly basis and the resulting total number of trips during the month of issuance.
- (5). The justification for more expensive type of transportation if client is not using the most economical type of transportation available.

c. Supervisory Responsibilities

- (1). The Supervisor must approve any extra issuance. This can be done for a maximum of six months at a time. The maximum number of extra books issued for any given month is three per person in the benefit group for a total of 4 books. The multiple issuance authorization cards must be issued each month.
- (2). Extra ticket books for MI are done via a manually written authorization card. The Supervisor must initial each manual card issued for AA and MI and note in the upper right-hand corner of the card whether the issuance is for "AA" or "MI".

6. Accountability and Reporting of AA/MI Issuance

Since issuance for Multiple Issuance and Authorized Attendant is handled on a manual basis, the Supervisor will be responsible for maintaining controls on these cases. There will be no routine reporting of these, but Supervisors must supply information to the TRIP Coordinator upon request. The number of extra books issued each month is the only control necessary.

## W. The TRIP Data System

All information is to be entered into the RAPIDS data system.