

POLICY CHANGE-EFFECTIVE JUNE 1, 2013

CANCELLATION / NO SHOW POLICY (MA recipients)

Each client is responsible to cancel their own appointments. If you do not intend to go to your appointment, you must call our office between 8:00 a.m. and 4:00 p.m., or you can let a message on our answering machine, which is available after hours.

It will not prohibit future rides if you call to cancel. You will need to notify our office of your cancellation no later than 3 hours prior to your appointment time. If you let your message on the answering machine, we will honor the time that the call was received.

Failure to call and cancel will result in a no show status for that day and appointment.

Your current mailing-pick up address will be used for any written communication. If you have moved and not provided that information, we cannot be accountable for the lack of correct mailing services, due to your inability to provide correct and current information.

The No Show procedure will be as follows as required by the state:

1st No Show-You will receive a written notification by concealed post card of your no show. You will also be warned that receiving another no show within a 90 day period of time will result in a 30 day suspension of your transportation services.

2nd No Show-You will receive a letter documenting your no show status and including a written notice form, stating your proposed dates of suspension. If we do not hear from you and if you do not appeal, your suspension will become effective as of the dates stated on your notice.

If you wish to appeal, you must send the appeal form back to us by the date marked on your written notice. This will allow you to continue to use transportation services until your appeal can be heard.

If you have any questions call our office immediately.

Further violation of this policy could negatively impact the future use of the shared ride program.

It is extremely important that each client calls our office to cancel their appointment in a timely manner.

Drivers are not permitted to take a cancellation from the client. Calling to cancel will ensure each clients future rides and will save time and money for the C.A.R.S. Program.

I have read and understand this policy.

Signature: _____ Date: _____