

NO-SHOW POLICY & PROBATIONARY STATUS

Internal Procedure:

When a client is a no-show or cancels at the door twice within 30 days, he/she will be issued a letter warning one more no-show or at the door cancellation will result in a probationary status.

The letter will outline the following:

- The dates and times on which the client has no-showed within the previous 30-day period.
- The client will be sent letters outlining the correct actions for scheduling and canceling transportation services, along with the telephone numbers for scheduling and canceling transportation services.
- Any currently scheduled or future appointments that exist, and the restrictions that will be imposed if the policy continues to be violated.
- In the event a client disregards the warning within a 30-day period, three (3) or more no-show or late cancellations which represents at least 50 percent of scheduled trips will be grounds for temporary suspension of service.
- Suspension for first offenses or a noticeable pattern or practice of no-shows will result in suspension up to one week. Subsequent offenses may justify longer suspensions but will not exceed 30 days.
- Suspension letters will also include the clients right to appeal the proposed suspension (with an option for an in-person appeal).
- Transports for dialysis, chemotherapy and hospital discharges will not be part of the no-show policy.

Prior to sending any notification of probationary status to a client research will be provided to ensure only no-shows which were under the control of the client were counted against them. Any no-show which was beyond their control will not be counted (e.g. operational problems on the part of the entity).

Probationary Clients Responsibility:

The following will be the client's responsibility when placed on a probationary status.

- Clients will be asked to confirm any scheduled transportation appointments 24 hours prior to the transport. Failure to do so will result in the transport being cancelled. Clients

with a probationary status will not be permitted to schedule standing orders during their probationary period.

- Clients which follow the no-show policy will be removed off the probationary status after the designated period of time as indicated in the probationary letter.
- Clients which fail to follow the no-show policy during their designated period of time could result in further probationary status but will not exceed 30 days.

No-Show Letter 1

Dear

I am writing to you concerning a transport you scheduled with East TN Human Resource Agency (ETHRA)

for _____ to _____ which our records indicate you either cancelled at the door upon our driver's arrival or you were a no-show. We are asking in the future should you need to cancel your appointment you notify our call center at 1-800-232-1565 at least twenty-four hours (24) in advance of the appointment time. The call center staff are available Monday – Friday from 8 am until 6:30 pm and a cancellation mailbox (Option 3) is available for after hours.

Please remember it is your responsibility to cancel your transport with us. Should you miss two (2) additional rides within the next thirty (30) days due to cancelling at the door or you are not available for transport (no-show) when the driver arrives you will be subject to a one (1) week probationary period.

In the event you are placed on probation the following would be required of you in order for your transportation to be available

- Transports for the next day would need to be confirmed 24 hours in advance.
- Failure to confirm within the 24-hour period would result in the transport being automatically cancelled.

Should you have any questions regarding the information in this letter please feel free to contact our call center 1-800-232-1565 and ask for extension 4280.

Regards.

No Show Letter 2

Dear (Insert Name)

On (date of Letter 1) you were asked to notify our call center in the event you needed to cancel your ride scheduled with East Tennessee Human Resource Agency (ETHRA) at least twenty-four 24 hours in advance. Our records indicate on (Date of scheduled trip) to (address of scheduled transport) and (Date of scheduled trip) to (address of scheduled transport) you either cancelled at the door or no-showed and failed to notify our call center in advance. Therefore, in order for you to receive any scheduled rides (beginning date) to (ending date) you will need to do the following in order to receive your ride.

- You will need to call 1-800-232-1565 twenty-four (24) hours in advance to confirm or schedule your appointment for the next day. Should we not receive a call from you for a scheduled appointment the ride will be automatically cancelled.
- You will not be permitted to schedule any standing orders during this one-week probationary period.

If you do not miss anymore rides during this probationary period you will be removed from the probation list and permitted to schedule rides. In the event you confirm your next day ride and you cancel at the door or no-show you will be subject to a thirty (30) day suspension of transportation services. This means you would be ineligible for scheduling rides with us for thirty (30) days the only exceptions would be rides for dialysis, chemotherapy or if you are discharged from a hospital.

Should you have any questions please feel free to call 1-800-232-1565 and ask for extension 4280.

Regards.

No Show Letter 3

Dear (Insert Name)

We have sent you two previous letters dated (Letter One) and (Letter Two) outlining your responsibility to notify East Tennessee Human Resource Agency at least twenty-four (24) hours in advance should you need to cancel your scheduled ride. Our records indicate an additional cancel at the door upon driver's arrival or a no-show on (Date of cancel or no-show) to (address of scheduled trip). Therefore, as previously outlined in our letters we have no choice other than suspending your transportation services from (date) to (date) due to your failure to comply with our request.

During this thirty (30) day period of time you will not be permitted to schedule rides for anything other than dialysis, chemotherapy or if you are being discharged from a hospital. Should you feel your transportation services have been suspended in error you may request an appeal in writing (or in person) to Mike Patterson, Transportation Director, East Tennessee Human Resource Agency, 9111 Cross Park Drive, Suite D100 Knoxville, TN 37923.

Upon completion of your thirty (30) day suspension you will be permitted to schedule rides as normal. Remember it was your responsibility to notify us of your need to cancel your ride and the same will be true in the future.

Regards.