

ACCESS SAN JOAQUIN

Volunteer Incentive Program (VIP)

Mail to: Access San Joaquin, Attn: Mobility Department

P.O. Box 201010

Stockton, CA 95201

209.943.1111 Ext. 685 | (209) 948-3024 (Fax) | access@sjRTD.com



VIP POLICY



Eligibility

VIP is only available to San Joaquin County residents who are currently ADA-certified through Access San Joaquin's (ASJ) in-person eligibility process. Should the passenger and/or the driver move, *ASJ must be notified of the new address within 10 days.*

Submitting the Request for Mileage Reimbursement

All Requests for Mileage Reimbursement are to be *received by ASJ at the above mailing address no later than the 10th of each month* following the month of travel logged on the form. Actively enrolled passengers will be provided an initial reimbursement form after their waivers are received. Forms can also be downloaded at sjRTD.com/VIP.

Valid Trips

VIP currently *only reimburses for personal medical-related trips of the passenger*, which may include but not be limited to appointments for rehabilitation, doctors, dentists, dialysis, clinics, and hospitals. It is the passenger's responsibility to seek any clarification needed regarding valid trips, the program, eligibility, or the reimbursement process.

Reimbursements

ASJ reserves the right to terminate this program at any time and deny any reimbursement claims if found that the passenger provided false information. ASJ reserves the right to modify the reimbursement rate (currently 50 cents per mile) at any time and will make the final determination of mileage calculation. Forms must be filled out in their entirety, including both passenger and driver signatures certifying that the information entered is true and correct, or payment may be delayed until any issues have been resolved. Reimbursement claims may be denied if received after the deadline, which is the 10th of the month following the month of travel. Reimbursement checks made out to the passenger are sent out by the 3rd Thursday of the month following the month of travel, provided that the reimbursement form was received on time, and only mailed to the passenger's home address as listed on the passenger waiver form. ASJ must be immediately notified of any address changes as soon as possible.

Fraud and Abuse

Fraud and abuse include failing to pay the volunteer driver after ASJ has reimbursed the passenger for approved trips. ASJ reserves the right to pursue any alleged or suspected instances of fraud and request from the passenger or the driver further documentation or information for the auditing of any reimbursement claims. VIP has a *one-strike policy* regarding any instances of fraud or abuse of the program and passengers found in violation will be immediately banned from participation in the VIP and no further payment will be remitted.

Volunteer Drivers

Passengers are expected to recruit their own volunteer drivers by asking friends, family, neighbors, or other acquaintances to assist them by acting as their volunteer escort and driver. It is the passenger's responsibility to verify that their driver is properly licensed and insured to operate the vehicle used for transportation.