

Application for Americans with Disabilities Act LINK Complementary Paratransit Service

Please read the instructions carefully before completing this application. The information that you provide will be used to determine your eligibility for LINK service. Information will be kept confidential in accordance with state law.

Everyone applying for LINK service must complete an application and have a healthcare provider verify your disability. When you have a **complete** application signed by your health care provider please send your application to 2801 Troxler Road, Burlington, NC 27215. Failure to submit a completed application will delay your certification. Incomplete applications will not be processed and will be returned to you.

Steps to Certification:

1. Fill out Part A – Answer all questions, be as specific as you can. If a question does not apply to you indicate that it doesn't apply using "NA" not applicable. **Make sure to answer every question and sign your application.**
2. **Send Part A and Part B to your Healthcare provider** who best knows your disability. Physicians, Psychologists, Psychiatrists, Registered Nurses, Physician Assistants and other **licensed professionals** may complete Part B.
3. When you have a complete Part B, **make sure that your healthcare provider has signed Part B and included his or her license number and the type of license issued.**
4. When both Part A and Part B are complete return the application to LINK at the above address.
5. **LINK will review your application and verify your Part B within 21 days from receipt of a completed application.**
6. You will receive a letter in the mail telling you if you are eligible and how to obtain your photo identification.
7. If you are denied eligibility you will receive a letter telling why you were denied and providing you with a way to appeal if you disagree.

If you do not receive a letter within 21 days please contact LINK at 336-417-5338 to determine the status of your application. You may be eligible for presumptive eligibility which would enable you to begin riding LINK paratransit service until a determination is made.