



New agency controls to manage high-risk applications

BULLETIN #: TSB-2024-09

DATE: September 19, 2024

SUBJECT: Preventative measures to stop the processing of high-risk applications

PURPOSE: This bulletin communicates the implementation of transit benefit web application controls that provide agencies the ability to block the submission of potentially non-compliant or questionable transit benefit applications.

INFORMATION:

At the May 2024 TRANServe Customer Conference, TRANServe received recommendations for improving system controls that would protect against the misuse of transit benefits. One of the recommendations requested was a function that would allow agency program administrators the ability to prevent identified participants from submitting new or change transit benefit applications. This control would be useful to protect the benefit while a participant is under investigation for potential transit benefit fraud, waste, or abuse.

ACTION:

Beginning October 1, 2024, agency designated program administrators will be able to use a new suspend application feature to prevent identified participants from applying or changing transit benefit applications. This feature is useful during investigations and audits and protects the transit benefit from participants who are not permitted to re-enroll in the program. Please note the suspend application feature will not prevent active participants from receiving their current benefit, and a withdraw request is still required to terminate benefits.

To learn more about the suspend application function, please see the attached quick step guides, or reach out to your Transit Benefit Manager or TRANServe support for assistance or to answer any questions.