



City of San José
200 E Santa Clara St, 11th Floor
San Jose, CA 95113

Medical Exemption Reduced Rate Assistance (MERRA) Information sheet

Read the information on this application carefully prior to completing. Applicants must have a condition that produces additional medical waste, certified by medical doctor. Return the application fully completed with all required signatures to:

City of San José
Customer Contact Center
200 E. Santa Clara St., 11th Floor
San Jose, CA 95113

Program Information

- MERRA rates only apply to carts that are 64 gallons and larger.
- **Any member of the household may have a medical condition, certified by a medical doctor, that produces excess medical waste.** The member must also live at the address for which the MERRA is requested
- The information provided will be used to decide if applicants are eligible for MERRA. Assistance is voluntary. **IF YOU CHOOSE TO APPLY, YOU MUST PROVIDE THE INFORMATION REQUESTED.**
- Failure to provide all required information will result in ineligibility.
- Applicants must notify the Customer Contact Center of all changes in the household that affect eligibility.

Notification

No separate approval notice will be sent if it is determined that you are eligible for MERRA service. Reduced rates shall be applied to the next invoice following approval. Any additional rate adjustments will appear in future billing statements (in the event of a cart exchange resulting in lower cost). If it is determined that you are ineligible for the service and/or proper documentation is not submitted, a separate notice will be sent. Processing timeframe is 6 to 8 weeks. During this time, you must continue to pay the full balance on each bill.

Verification of Eligibility

You must provide CURRENT information at least once a year. The City of San José requires that you report any changes that impact your eligibility when they occur. Once approved, you can expect to receive a "MERRA Renewal Application" from the City of San José each year to re-verify your continued eligibility for MERRA.

Audit/Review

In the Audit/Review Process, we request that income documentation, proof of residency, and verification of household members is provided. If you receive an audit/review letter you must respond to avoid cancellation. The City of San José requires that applicants report changes as they occur.

Submission of false documentation will result in financial liability for all reduced rates granted from original date of approval.

Tips to Speed Processing

- 1) Answer all questions on the application.
 - 2) **Have medical doctor complete required fields.** Include Phone Number and Medical License Number.
 - 3) **Sign application.**
 - 4) Review address information and include applicant's daytime phone number.
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