

TRANSPORTATION

How it works

Who is eligible?

You may be eligible if you have a current Medicaid ProviderOne identification card and live in King or Snohomish County.

Which services are covered?

Hopelink brokers non-emergency medical transportation in King and Snohomish counties for medical services covered by Medicaid. The service providers provide transportation to the closest appropriate medical provider in your local area.

If your doctor has referred you to a medical provider outside of your local area, or if there is no medical provider within your local area, you may still be eligible to receive transportation services. The service providers cannot provide rides to services not covered by Medicaid.

FAQ'S

Helpful hints for a good experience

What types of services are available?

Hopelink offers three options:

- Gas cards
- Bus/public transportation
- Door-to-door service

The Washington Administrative Code requires Hopelink, as the Medicaid broker for King and Snohomish counties, to arrange for the lowest cost transportation that is suitable for the client's medical condition and ability.

What information will I need when I call?

- ProviderOne ID card number
- Date of birth
- Current street and mailing address
- Best telephone number to reach you
- Your doctor's appointment date and time
- The clinic address and phone number

Since 1971, Hopelink has served homeless and low-income families, children, seniors and people with disabilities. Hopelink's mission is to promote self-sufficiency for all members of our community; we help people make lasting change.

NEED HELP?

Here's how to reach us:

To make a reservation: **Call Monday-Friday, 8 a.m. - 5 p.m.**

TRAVEL ASSISTANCE

For Medicaid Medical Appointments

KING COUNTY RESERVATIONS

800.923.7433

SNOHOMISH COUNTY RESERVATIONS

855.766.7433

TO LOCATE A SCHEDULED RIDE CALL WHERE'S MY RIDE (LINES OPEN 24/7)

King County: 800.595.2172

Snohomish County: 888.913.2172

Where's My Ride Online: myrideonline.org

TTY

800.246.1646

Fax

425.644.9447

The Washington Relay Service is available for hearing-impaired callers. Telephone interpretation is available for all non-English language callers. For comments regarding your trip, call **1.800.923.7433**.

MEDICAID TRANSPORTATION

King and Snohomish Counties



For additional information:
www.hopelink.org

hopelink

Gas Cards

If you are able to drive yourself or know someone who can drive you may be able to receive gas money to help pay for travel to your medical appointments. A valid Washington state driver's license, vehicle registration and proof of vehicle insurance must be on file in order to receive gas cards. Documents may be faxed or mailed to our office. Arco gas cards will be mailed to you. The cards pay 35 cents per mile.



Bus/Public Transportation

All clients are eligible to receive bus fare. If you are able to take the bus to your appointments, you will receive an ORCA card that is reloaded every time you call.

Benefits of an ORCA card:

- More flexibility
- If you have more than 36 trips in a calendar month, you may receive an unlimited pass for the month
- Free transfers within two hours
- ORCA cards may be replaceable



Vehicles

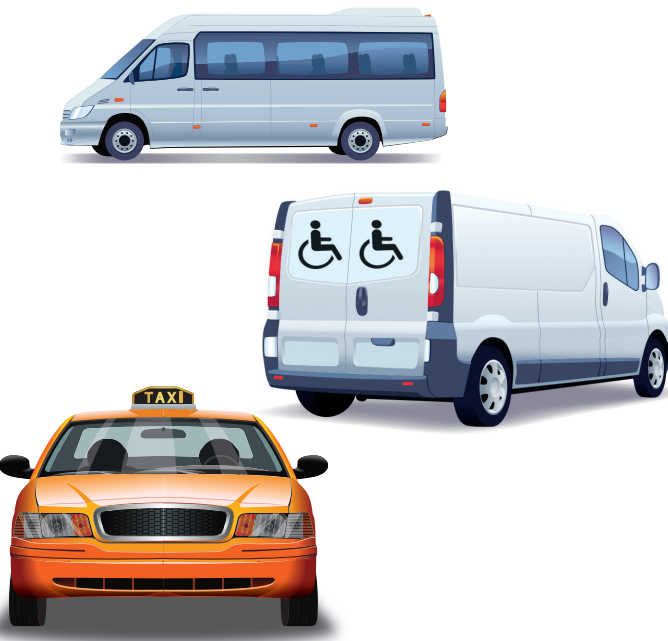
The service providers have many types of vehicles – ranging from taxis to vans that are able to transport wheelchairs and scooters – and more than 20 service partners. Your mobility will determine which vehicle is sent to pick you up.

The service providers have the following types of vehicles:

- Sedan (a 4-door car that seats 4 people)
- Minibus
- Passenger van
- Vehicles with lifts for wheelchairs and people

Some service partners are able to provide a wheelchair for use during transit.

All vehicles have room for personal oxygen tanks but we do not provide them.



Door-to-Door Service

Door-to-door service is a shared ride service for those who have a known disability that limits their use of other services.

This service requires that your primary care physician or mental health provider verify your medical status. Please call Hopelink for more information and be prepared to provide your doctor's name and fax number when you call.

Toll, Ferry, and Parking Reimbursement

You may be paid for parking, bridge tolls and ferry costs associated with an approved medical appointment.

- To receive reimbursements, copies of the following documentation must be on file at Hopelink: driver's license, vehicle registration and proof of vehicle insurance.
- Payment for parking, bridge tolls or ferry reimbursement will be made directly to you. It is your responsibility to pay any costs in advance and then seek reimbursement.
- Please keep original receipts (copies will not be accepted) for tolls, and original "Good to Go" or "Pay by Mail" statements.
- Receipts, toll statements or invoices must be submitted within two months of the travel date. Allow 60 days for payment.



HOPELINK CENTERS:

Contact the center nearest you.

Services are provided through five Hopelink centers. Food banks and basic services are available at each center. Hopelink also provides housing in various locations.

Bellevue
14812 Main St.
Bellevue, WA 98007
425.943.7555

Kirkland/Northshore
11011 120th Ave. NE
Kirkland, WA 98033
425.889.7880

Redmond
8990 154th Ave. NE
Redmond, WA 98052
425.869.6000

Shoreline
17837 Aurora Ave. N
Shoreline, WA 98133
206.440.7300

Sno-Valley
31957 E. Commercial St.
Carnation, WA 98014
425.333.4163

Main Office
425.869.6000
hopelink@hopelink.org