

FAQ'S

Helpful hints for a good experience

How can I get gas cards, bus fare or reimbursement?

Download the "trip request form" on our website, or call the reservation line to have one sent to you. You can begin requesting gas cards or bus fare on the 1st of the month prior to the month you need them.

When will I receive my gas card, bus fare or reimbursement?

Your gas card or public transit fare should arrive about two weeks after your request, but no earlier than the 1st of the month in which they will be used. Reimbursement may take up to 60 days once you have submitted your request.

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:

For reservations: Call Monday-Friday, 8 am – 5 pm

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**.

COST OF TRAVEL

We can help



**MEDICAID
TRANSPORTATION**
King and Snohomish Counties

For additional information:
www.hope-link.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.



These Arco gift cards act just like cash and cannot be replaced. Hopelink will review your gas card request and calculate the mileage reimbursement based on your home address. The amount on the gas card you receive will be based on the shortest distance between the starting and ending addresses. Mileage for multiple trips is usually combined and placed on one gas card, so you may receive only one card for several trips. You can find ARCO gas stations listed on their website at www.arco.com, or call 1-800-322-2726.



Bus/Public Transportation

All clients are eligible for 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 for fare.



Benefits of an ORCA card:

- Provides 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 2 hours
- ORCA cards are reusable, Hopelink adds funds to your card
- ORCA cards may be replaceable
- Children 5 and under ride for free
- Children 6-18 ride for a reduced fare



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.

