

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 provides Non Emergency Medical Transportation in King and Snohomish Counties for medical services covered by Medicaid. We provide travel assistance 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. We cannot provide travel assistance 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 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

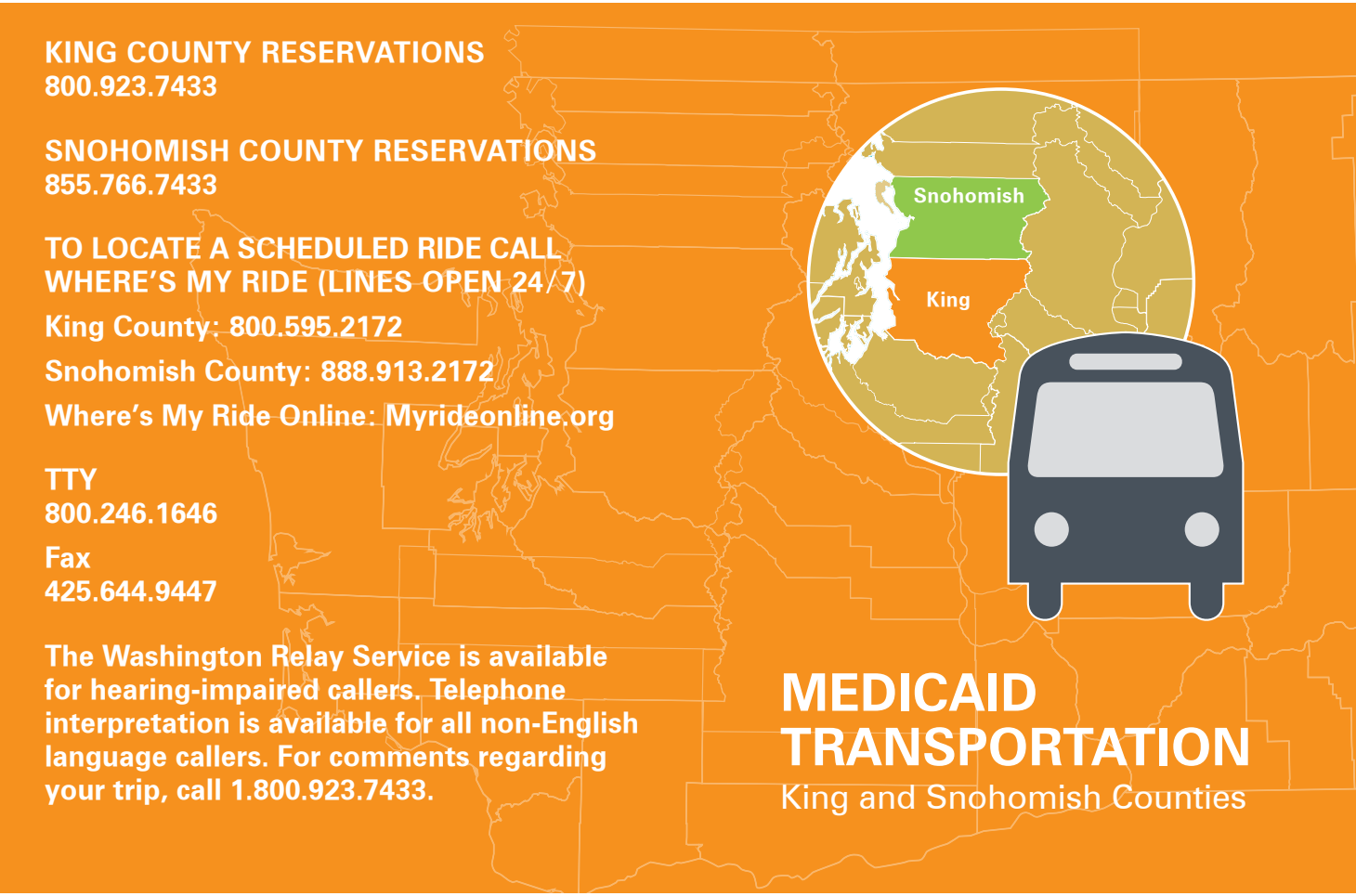
TTY
800.246.1646

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.

TRAVEL ASSISTANCE

For Medicaid Medical Appointments



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 reimbursement 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. PEX Card/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 16 round 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

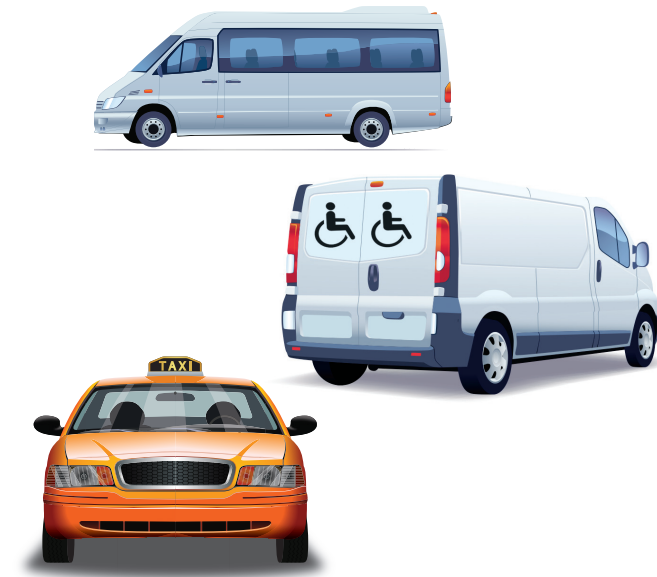
Hopelink is contracted with several service vendors who have many types of vehicles ranging from taxis to vans that are able to transport wheelchairs and scooters – and more than 20 service partners. Your mobility will determine which vehicle is sent to pick you up.

Our vendors have the following types of vehicles:

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

Some service vendors 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

Hopelink Transportation's door-to-door service is a shared ride service for those who have a documented 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 DIRECTORY

BELLEVUE CENTER

14812 Main St.
Bellevue, WA 98007
Phone 425.943.7555

KIRKLAND/NORTHSHORE CENTER

11011 120th Ave. NE
Kirkland, WA 98033
Phone 425.889.7880

REDMOND CENTER

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

SHORELINE CENTER

17837 Aurora Avenue N
Shoreline, WA 98133
Phone 206.440.7300

SNO-VALLEY CENTER

31957 E. Commercial St.
Carnation, WA 98014
Phone 425.333.4163
*Closed on Tuesdays & Fridays

PLAN YOUR VISIT AT HOPELINK.ORG