

Medicaid Services in Washington

There are transportation and lodging services in Washington for families who are approved for Medicaid coverage. These services may be able to help your family find transportation to your child's medical appointment and a place to stay near a Seattle Children's location.

This handout has more information about how to access the program services.



Step 1: Contact a Medicaid Broker

What is a Medicaid broker?

Medicaid works with community service providers called brokers. These brokers can help arrange a ride to your child's medical appointment and, if needed, help find a place for your family to stay in Seattle.

How do I find a broker?

You can choose your broker from the list on the last page. Make sure to choose a broker based on the county you live in.

Brokers are available for all counties in Washington and are for medical appointments in or outside your home county.

When do I need to contact my broker?

You can use Medicaid services for multiple healthcare appointments. You will work with your broker each time you need a service.

- The first time you contact your broker should be at least 14 business days before your appointment.
 - If you need transportation or lodging services for additional appointments, you can contact your broker 7 days before your appointment.
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What information does the broker need?

- Name and contact information for your child's primary care provider
 - Details of your appointment at Seattle Children's:
 - Appointment dates
 - Name of the clinic
 - You can also discuss the type of services you will need for your appointment. This includes arranging a ride or finding a place to stay.
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Free Interpreter Services

- In the hospital, ask your nurse.
- From outside the hospital, call the toll-free Family Interpreting Line, 1-866-583-1527. Tell the interpreter the name or extension you need.



Step 2: Arrange a ride

There are two types of transportation services available through Medicaid.

Vouchers

- If you have your own vehicle or have a family or friend who is able to drive you to and from appointments, your broker will provide you with gas assistance vouchers to help with the cost of traveling for appointments.
 - Your broker will require a copy of the following:
 - Valid Driver's License
 - Valid Vehicle Registration
 - Valid Car Insurance
 - You will send these documents the first time you request assistance.
 - You will be asked to send these once a year or when they expire but will not be required to send them each time you need gas assistance within one year.
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Rides

- If you do not have your own vehicle or someone to drive you, your broker may arrange for a ride to and from the appointment.
- Your broker will determine what type of ride is best for your needs. They may arrange a taxi, car service or a group ride in a van with other families traveling from your area.
- Tell your broker if you need:
 - The driver to provide a car seat
 - A wheelchair accessible vehicle

Only the patient and one caregiver will be provided transportation. Please contact your broker if you need an additional passenger. They will determine if it is possible to arrange a ride for multiple caregivers.



Step 3: Find a place to stay

Who qualifies for lodging assistance?

- Lodging assistance is available to families who have medical appointments scheduled on more than one day and are traveling from more than 45 miles away from Seattle Children's.
 - Talk with your broker to help find a place to stay closer to your clinic location.
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What are the lodging options?

There are multiple lodging options for families who need a place to stay in Washington.

Stay at the hospital

- Caregivers can usually stay overnight in their child's room.
- Talk with your child's nurse about staying at your child's bedside.

Stay at the Ronald McDonald House (RMH)

- RMH is near the hospital and available for families who need to stay more than 4 nights and live at least 45 miles from Children's.
- There is a small fee for a room at RMH.
- For a room at RMH, you must call 206-838-0610 and ask to be added to the waiting list.

Stay at a local motel or hotel

- Hotel rooms are available for families who need to stay less than 4 nights.
- Your broker will work with you to find a motel or hotel close to your child's clinic location.

Rooms are available for the patient and one caregiver. Talk with your broker to determine if it is possible to arrange lodging for an additional caregiver.

How do I get help paying the Ronald McDonald House fees?

Medicaid may be able to help pay for your lodging fees at RMH. Your family must follow these steps to receive the assistance:

1. Contact your hospital social worker or Guest Services at 206-987-9330 **at least 1 week before** your stay to request a letter from Seattle Children's verifying your medical appointment and lodging need. The lodging letter will be faxed to the Medicaid broker to begin the process.
2. Contact your Medicaid broker to request lodging assistance and to complete an intake screening.
3. Up to **2 weeks before** you arrive at Children's, call RMH at 206-838-0610 to complete an intake screening and be placed on the waiting list. This is not a guaranteed room.
4. **The day before** your arrival at the hospital, RMH staff will contact you to let you know if there is a room available. For Monday arrivals, they will contact you on Sunday.

Medicaid Services in Washington

Medicaid Brokers in Washington

Brokers are listed by county. Make sure you find a broker in your area.

County	Broker	Phone	FAX
Adams	Special Mobility Services	509-534-9760 1-800-892-4817	509-534-6980 1-888-829-9915
Asotin	Special Mobility Services	509-534-9760 1-800-892-4817	509-534-6980 1-888-829-9915
Benton	People for People	509-248-6793 1-800-233-1624	509-574-5085
Chelan	People for People	509-248-6793 1-800-233-1624	509-574-5085
Clallam	Paratransit	360-377-7007 1-800-756-5438	360-377-1528
Clark	Community in Motion	360-694-9997 1-800-752-9422 Option 2	360-694-1446
Columbia	People for People	509-248-6793 1-800-233-1624	509-574-5085
Cowlitz	Community in Motion	360-694-9997 1-800-752-9422 Option 2	360-694-1446
Douglas	People for People	509-248-6793 1-800-233-1624	509-574-5085
Ferry	Special Mobility Services	509-534-9760 1-800-892-4817	509-534-6980 1-888-829-9915
Franklin	People for People	509-248-6793 1-800-233-1624	509-574-5085
Garfield	Special Mobility Services	509-534-9760 1-800-892-4817	509-534-6980 1-888-829-9915
Grant	Special Mobility Services	509-534-9760 1-800-892-4817	509-534-6980 1-888-829-9915
Grays Harbor	Paratransit	360-377-7007 1-800-846-5438	360-377-1528
Island	Northwest Regional Council	1-800-860-6812	360-734-5476
Jefferson	Paratransit	360-377-7007 1-800-756-5438	360-377-1528
King	Hopelink	1-800-923-7433	425-644-9447
Kitsap	Paratransit	360-377-7007 1-800-756-5438	360-377-1528
Kittitas	People for People	509-248-6793 1-800-233-1624	509-574-5085
Klickitat	Community in Motion	360-694-9997 1-800-752-9422 Option 2	360-694-1446
Lewis	Paratransit	360-377-7007 1-800-846-5438	360-377-1528
Lincoln	Special Mobility Services	509-534-9760 1-800-892-4817	509-534-6980 1-888-829-9915
Mason	Paratransit	360-377-7007 1-800-846-5438	360-377-1528
Okanogan	People for People	509-248-6793 1-800-233-1624	509-574-5085
Pacific	Paratransit	360-377-7007 1-800-846-5438	360-377-1528
Pend Oreille	Special Mobility Services	509-534-9760 1-800-892-4817	509-534-6980 1-888-829-9915
Pierce	Paratransit	360-377-7007 1-800-925-5438	360-377-1528
San Juan	Northwest Regional Council	1-800-860-6812	360-734-5476
Skagit	Northwest Regional Council	1-800-860-6812	360-734-5476
Skamania	Community in Motion	360-694-9997 1-800-752-9422 Option 2	360-694-1446
Snohomish	Hopelink	1-855-766-7433	425-644-9447
Spokane	Special Mobility Services	509-534-9760 1-800-892-4817	509-534-6980 1-888-829-9915
Stevens	Special Mobility Services	509-534-9760 1-800-892-4817	509-534-6980 1-888-829-9915
Thurston	Paratransit	360-377-7007 1-800-846-5438	360-377-1528
Wahkiakum	Community in Motion	360-694-9997 1-800-752-9422 Option 2	360-694-1446
Walla Walla	People for People	509-248-6793 1-800-233-1624	509-574-5085
Whatcom	Northwest Regional Council	360-738-4554 1-800-860-6812	360-734-5476
Whitman	Special Mobility Services	509-534-9760 1-800-892-4817	509-534-6980 1-888-829-9915
Yakima	People for People	509-248-6793 1-800-233-1624	509-574-5085

Seattle Children's offers free interpreter services for patients, family members and legal representatives who are deaf or hard of hearing or speak a language other than English. Seattle Children's will make this information available in alternate formats upon request. Call the Family Resource Center at 206-987-2201. This handout has been reviewed by clinical staff at Seattle Children's. However, your needs are unique. Before you act or rely upon this information, please talk with your healthcare provider.

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