Thank you for contacting our office to enquire about transportation services! We arrange and pay for nonemergency medical transportation for eligible clients to and from covered services.

To qualify for transportation assistance you must:
- Have a current ProviderOne card.
- Have no other way to reach your medical appointment.
- Ensure that the appointment is covered by your Apple Health program.

The Health Care Authority (HCA) has created the rules that govern how our program operates in accordance with federal Medicaid and Washington State regulations. Unless you have a physical limitation we can only help with transportation if you live more than ¾ of a mile from your appointment.

If you have your own resources, such as a car, a friend who can drive you or free bus service, you must use those first. We have to make sure transportation costs are the lowest possible.

If you live on a bus route, we can provide you with a free bus pass. You must have one or two medical appointments each month in order to qualify (depending on where you live).

If you or a friend can drive we will provide gas vouchers or reimbursement. We need a current copy of the driver’s license, vehicle registration and insurance. We can offer one gallon for every 10 miles you have to drive, or 35 cents per mile.

If you cannot drive or use the bus, we have vans or taxis that can transport you.

Transportation Rules
- We can only transport you to the nearest doctor who can provide you with the medical care you need.
- For local transportation we must have at least two full business days’ notice before you need assistance. Please give us a minimum of 3 business days for processing ferry tickets and bus passes. Business days do not include weekends and holidays. You can call up to 30 days in advance of your appointment.
- If your doctor tells you that you must go to a specialist in another city, you should try to give us at least five full business days’ notice. We need time to get your doctor to sign our paperwork.
- If you leave an appointment with a prescription to fill please have the clinic call us.
- Any adjustments you wish to make to your scheduled transportation must go through our office. Please contact us as soon as possible if you need to cancel.
• If you become ill suddenly and need to see your doctor, call and tell us.

Then ask your doctor to phone us to give us instructions.

• If you need urgent care on weekends, holidays or after 4:30 pm Monday - Friday, call our number and listen to the instructions on our voice message about whom to call to get a ride.

• If you are having a medical emergency, always call 9-1-1. We cannot transport to the Emergency Room!

Please note:
Our Call Center will be closed on the following dates in 2019. Please keep these dates in mind when calling to arrange your transportation.

Tuesday, January 1
New Year’s Day

Monday, January 21
Martin Luther King Jr. Day

Monday, February 18
Presidents’ Day

Monday, May 27
Memorial Day

Thursday, July 4
Independence Day

Monday, September 2
Labor Day

Monday, November 11
Veterans’ Day

Thursday, November 28
Thanksgiving Day

Friday, November 29
Day after Thanksgiving

Wednesday, December 25
Christmas Day

If you call and our lines are busy or we are closed, please use our voice mail system to leave us a message. Tell us the following:

• Your name and date of birth

• Your contact phone number

• The date, time and place of your medical appointment

• The type of medical appointment you are going to

We are happy to have you as our client! Please call us if you have any additional questions about the Medicaid Transportation Program.

Check out our website at www.nwrca.org to learn about all the other programs at the Northwest Regional Council.