

Medicaid Transportation and Lodging Services

For Medicaid-approved families in Washington, Idaho and Montana

If your family is approved for Medicaid coverage and needs help getting to a medical appointment and/or finding a place to stay, a Medicaid “broker” may be able to help.

Your state’s Medicaid manager (Washington DSHS, Montana Quality Health, or Idaho Medicaid) contracts with community service providers called brokers. The brokers can help arrange for a ride to your child’s medical appointment and, if needed, help find a place to stay in Seattle.

How do I find my broker?

Families from Idaho and Montana

Families from Idaho and Montana should contact their Medicaid caseworker for assistance. **Go to page 2 of this flyer** and see the contact information at the bottom of the page.

Families from Washington

Families from Washington can contact their broker directly. A broker is assigned to your family based on the county you live in (see the list on the third page). This service is for all counties in Washington and is for medical appointments within or outside your home county.

If you need these services, contact your county DSHS broker at least five business days before your appointment (sooner for some services; see below). All offices have access to interpreters to assist you on the phone.

How do I arrange for a ride?

You may qualify for taxi rides, bus tickets, or gas vouchers.

- To arrange for a taxi ride, contact your county DSHS broker at least 2 business days before your appointment.
- To arrange for bus tickets and/or gas assistance, call at least 2 weeks in advance.

For lodging, you may qualify to:

- Stay at the hospital. One parent can usually stay at the bedside, except in the intensive care units. Family sleeping rooms may be available as space allows.
- Stay at the Ronald McDonald House (RMH) near the hospital for a small fee, if you live more than 45 miles away from the hospital and if you will need to stay at least 4 nights.

- Stay at a local motel or hotel arranged through your DSHS broker if RMH is full or if you do not qualify.

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

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

- First, get a letter from Seattle Children’s verifying your medical appointment and lodging need. DSHS will need this letter. Contact your hospital social worker or the Social Work Intake Caseworker, Raya Vo, at 206-987-2760 at least 1 week before to request a lodging letter. The lodging letter will be faxed to the DSHS broker to begin the process.
- Second, contact your DSHS broker to request lodging assistance and to complete an intake screening.
- Third, up to 2 weeks before you arrive at Children’s, you must call RMH at 206-838-0610 to complete an intake screening and get your name placed on the waiting list. This is not a guaranteed room.
- Finally, 1 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.

Transportation and lodging broker list by county/state

To use the charts below, first locate the county or state you live in. Please note that not all Washington DSHS brokers provide both transportation and lodging assistance.

<p>Idaho Medicaid Dept of Health & Welfare 450 W. State St., 10th Floor P.O. Box 83720 Boise, ID 83720-0036</p>	<p>800-296-0509 or 208-334-4990 Fax: 800-296-0513 or 208-334-4979 Contact your case worker</p>
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<p>Montana Quality Health Foundation P.O. Box 6488 Helena, MT 59604</p>	<p>800-292-7114 Fax: 800-291-7791 Contact your case worker; or Nikki at ext. 5863</p>
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To Learn More

- Social Work, 206-987-2760
- Your child’s healthcare provider
- www.seattlechildrens.org

Medicaid Transportation and Lodging Services

Washington Counties	Transportation Phone and Fax / Lodging Info	Broker
Asotin, Garfield and Whitman	800-873-9996 or 509-397-2935 Fax: 509-397-9229 For lodging, ask for lodging representative	Coast Transportation P.O. Box 107/South 210 Main Colfax, WA 99111
King	800-923-7433 800-246-1646 TDD / Fax: 425-644-9447 For lodging, ask for lodging representative	Hopelink 14812 Main Street Bellevue, WA 98007
Clark, Cowlitz, Klickitat, Skamania and Wahkiakum	800-752-9422 or 360-694-9997 Fax: 306-694-1446 For lodging, ask for lodging representative	Human Services Council 7414 NE Hazel Dell Avenue Vancouver, WA 98665-8325
Island, San Juan, Skagit Whatcom	800-860-6812 360-676-6749 / 800-833-6388 - after hours 360-738-4554 Fax: 360-734-5446 For lodging, ask for lodging representative	NW Regional Council Area Agency on Aging 600 Lakeway Drive Bellingham, WA 98225
Port Angeles area	800-457-4492 or 360-417-0700 Fax: 360-452-1460 No lodging	Olympic Bus Lines 111 East Front Street Port Angeles, WA 98362
Mason-North and Kitsap	800-756-5438 or 360-377-7007	Paratransit Services 4810 Auto Center Way Bremerton, WA 98312
Clallam and Jefferson	800-756-5438	
Grays Harbor, Lewis, Mason- South, Pacific and Thurston	800-846-5438	
Pierce	800-925-5438	
Snohomish	877-852-2580	
	800-934-5438 TDD for all counties Fax: 360-377-1528 or 360-377-6017 (front desk) For lodging, ask for lodging representative	
Benton, Yakima, Kittitas, Franklin, Walla Walla and Columbia	800-233-1624 or 509-248-6793 800-606-1302 or 509-453-1302 TDD Fax: 509-574-5085 For lodging, ask for lodging representative	People for People P.O. Box 1665 302 Lincoln Avenue Yakima, WA 98907
Adams, Ferry, Grant, Lincoln, Pend Orielle, Spokane and Stevens	800-892-4817 or 509-534-9760 800-821-7167 TDD Fax: 509-534-6980 or 888-829-9915 For lodging, ask for lodging representative	Special Mobility Services 3102 East Trent, Suite 210 Spokane, WA 99202
Chelan, Douglas and Okanogan	800-352-8726 or 509-667-2727 Fax: 509-667-2083 For lodging, ask for lodging representative	Trancare 225 Ohme Garden Road Wenatchee, WA 98801

Seattle Children's offers interpreter services for Deaf, hard of hearing or non-English speaking patients, family members and legal representatives free of charge. Seattle Children's will make this information available in alternate formats upon request. Call the Family Resource Center at 206-987-2201.

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