

Medicaid Transportation and Lodging Services

For Medicaid-approved families in Washington

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 Medicaid manager contracts with community service providers called brokers. The brokers can help arrange 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?

You can contact your broker directly. A broker is assigned to your family based on the county you live in. See the list on the second 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 5 business days before your appointment or 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 a taxi ride or for more information, contact your county DSHS broker at least 5 business days before your appointment.

For lodging, you may qualify to:

- Stay at the hospital. One parent can usually stay at the bedside, except in the intensive care units.
- 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 you come 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.

Medicaid Transportation and Lodging Services

Transportation and lodging broker list by county

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	Human Services Council	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	Human Services Council	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	Human Services Council	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 1-800-756-5438	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	Human Services Council	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	Human Services Council	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 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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