



ACCESS TO HEALTH AND WELLBEING WORKGROUP

December 3rd, 2025



AGENDA

- **Welcome + Introductions**
- **Darryl Sierra, Non-Emergency Medical Transportation -**
Overview of changes to Fuel Reimbursement Policy and updates
- **Nadine Zygaj, Community Engagement Coordinator, Carina -**
program overview
- **Roundtable Discussion and Project Updates**



WELCOMES EVERYONE

The King County Mobility Coalition welcomes, values and respects the identity and experience of all members.

We encourage everyone to participate, regardless of ability. We are committed to listening, learning, and improving in this process.

We acknowledge that the work we do takes place on the traditional land of the Coast Salish and Duwamish peoples, among others, as the first people of this county. We honor with gratitude the land itself and past, present, and future of these tribes.



INTRODUCTIONS

Please share:

- **Your name (pronouns)**
- **Organization/Affiliation**
- **Focus Question: SNOW – how do you feel about it? do you love it? Not so much?**



Darryl Sierra

Director, Nonemergency Medical Transportation, Hopelink

James Walters

NEMT Program Manager, Health Care Authority

Non-Emergency Medical Transportation Program (NEMT)

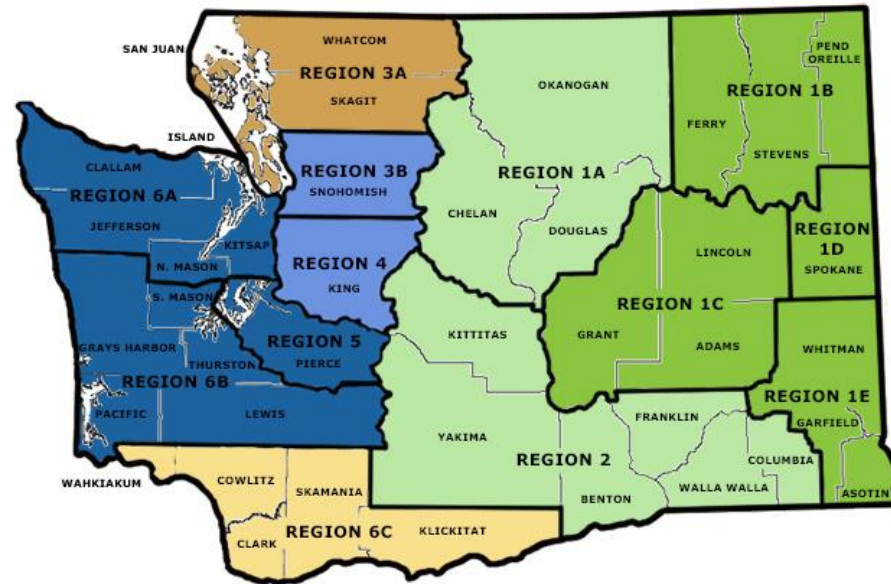
James Walters
Health Care Authority
NEMT Program Manager
December 3, 2025

Our Mission

- ▶ Provide access to necessary non-emergency medical services for all eligible Medicaid clients who have no other means of transportation.
- ▶ Ensure broker compliance through performance-based contracts.
- ▶ Maintain program integrity through data driven program management and decision making.

Washington State NEMT Program

- ▶ Regional Brokerage Model
- ▶ Community centered, non-profit based
- ▶ Data Driven



- Northwest Regional Council
Area Agency on Aging (AAA)
- Hopelink
non-profit
- Paratransit Services
non-profit
- Community in Motion
non-profit
- People For People
non-profit
- Special Mobility Services
non-profit

Brokered Transportation

- Six contracted brokers serving thirteen regions statewide.
- They are true brokers and do not provide trips themselves.
- Brokers act as gatekeepers to ensure costs are controlled and trips are legitimate.
- Preauthorize all requests
- Work directly with facilities, plans, and other organizations in their regions.

Requirements

- ▶ Follow program rules outlined in WAC
- ▶ Staff customer service call center in regions they serve
- ▶ Ensure trips are Medicaid covered
- ▶ Maintain a network of local transportation providers.
- ▶ Select lowest cost most appropriate mode of transportation to client's needs.

Program Oversight

- ▶ NEMT is one of the most audited Medicaid services
 - ▶ Support service disconnected from claims system
- ▶ Payment Error Rate Measurement (PERM) audits happen every three years.
- ▶ In 2010 the NEMT Program developed the Data Tracking Utilization System (DTUS) database to improve oversight.
 - ▶ Over 40 fields of data is captured on every trip.
- ▶ Brokers are required to have a consistent cadence of data review and audits.

Broker Contact Information

Northwest Regional Council

Counties: Island, San Juan, Skagit, Whatcom

Toll Free: 1-800-860-6812

Paratransit Services

Counties: Clallam, Grays Harbor, Jefferson, Kitsap, Lewis, Mason, Pacific, Pierce, Thurston

Toll Free: 1-800-756-5438

Hopelink

Counties: Snohomish and King

Toll Free: 1-800-923-7433

Community In Motion

Counties: Clark, Cowlitz, Klickitat, Skamania, Wahkiakum

Toll Free: 1-800-752-9422 Option 1

People For People

Counties: Benton, Chelan, Columbia, Douglas, Franklin, Kittitas, Okanogan, Walla Walla, Yakima

Toll Free: 1-800-233-1624

Special Mobility Services

Counties: Adams, Asotin, Ferry, Garfield, Grant, Lincoln, Pend Oreille, Spokane, Stevens, Whitman

Toll Free: 1-800-892-4817

Questions?

NEMT Section Supervisor:

Stephen Riehl, 360-725-1441, stephen.riehl@hca.wa.gov

NEMT Program Staff:

James Walters, 360-725-9791, james.walters@hca.wa.gov

Emily Horton, 360-725-1721, emily.horton@hca.wa.gov

NEMT Mailbox: HCANEMTTRANS@hca.wa.gov

NEMT Website: www.hca.wa.gov/transportation-help



► Hopelink

(NEMT)

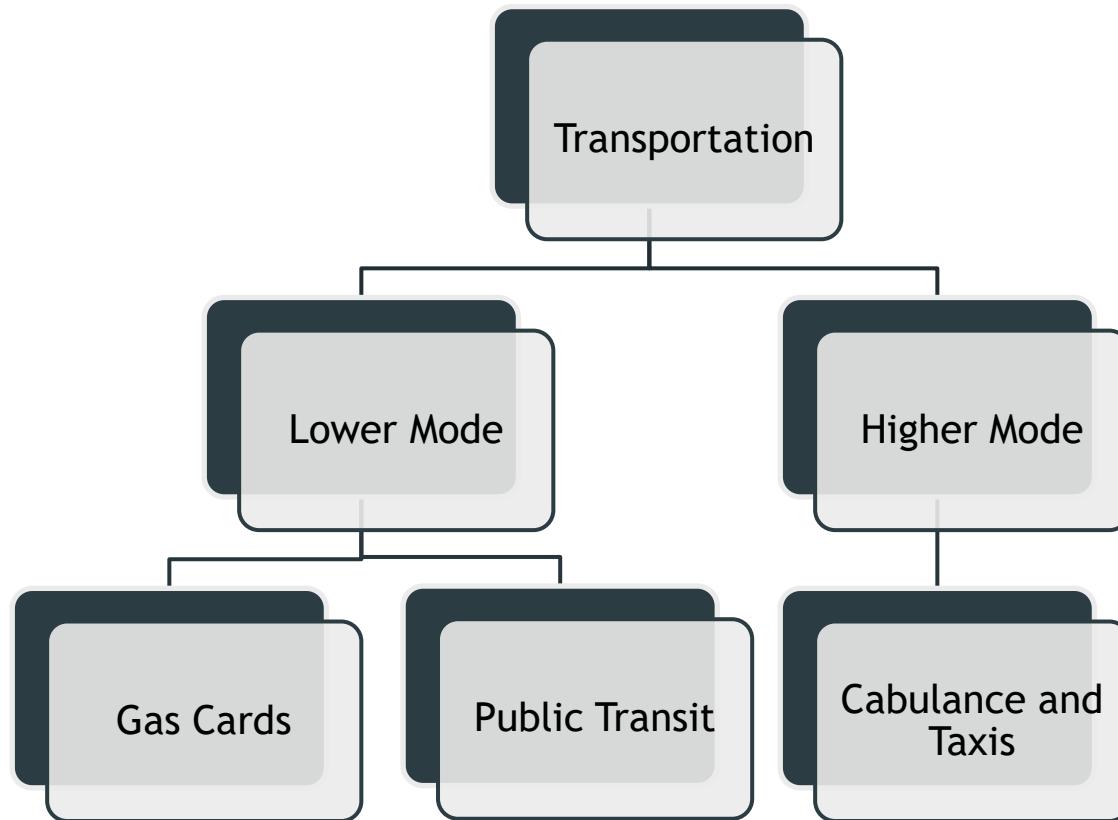
What Hopelink NEMT Does

- ▶ Hopelink is the Non-Emergency Medical Transportation (NEMT) broker for King and Snohomish counties, arranging rides to Medicaid-covered medical appointments.

Eligible clients may receive assistance via gas cards, ORCA passes, coordinated door-to-door or curb-to-curb services.



How NEMT Functions



Required for Scheduling Hopelink Transportation



ProviderOne ID Card
Number



Date of birth



Current address

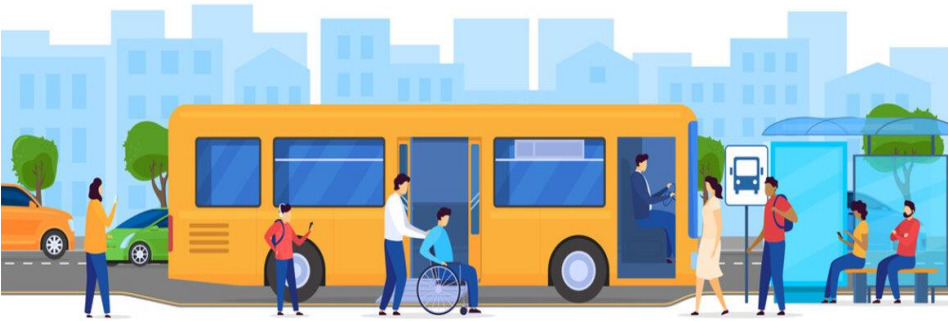


Client's phone
number



Doctors Appointment
information: phone number,
dates, times, address, and fax
number

Lower Mode



Gas Cards

- ▶ If the client can drive themselves, or has someone who can drive them, they may qualify for gas reimbursement for their medical appointments.
- ▶ **Reimbursement only effective January 1st, 2026**

Bus/Public Transportation

- ▶ All clients can receive bus fare. If they can take the bus to their appointments, they will get an ORCA card that is reloaded for eligible trips.
- ▶ **E-purse:** Provided for clients with fewer than 16 round trips per month.
- ▶ **Bus Pass:** Provided for clients with 16 or more round trips per month.



Toll, Ferry, and Parking Reimbursement

- ▶ Hopelink requires a completed reimbursement form, with the original or a copy of the receipt, for parking, ferry, or toll costs.
- ▶ Reimbursement forms and supporting documents may be submitted by mail, fax, or through the secure portal on our website.
- ▶ Clients should expect to receive reimbursement within 60 days from the date of submission.
- ▶ Forms are available at: <https://www.hopelink.org/need-help/transportation/medicaid-transportation>



Higher Mode

- ▶ **Door-to-Door Service:**
From the main door of client's residence or main door of the medical facility.
- ▶ *Drivers are obligated to wait for 5 minutes during the scheduled 30 min pick-up window.*
- ▶ **Hospital Inpatient Discharges:**
Drivers will wait for 15 min.
- ▶ Hopelink Transportation's door-to-door service is a ***shared*** ride service.

Requirements for Door-to-Door Service

- ▶ Does this client have a mental or physical condition that prevents them from taking the bus?
- ▶ Provide the primary care provider's fax number (this can be a mental health professional or a medical provider)
- ▶ From the date we receive the questionnaire, please allow 3-5 business days for Hopelink to process the eligibility request.
- ▶ Eligibility usually lasts one year. Current documentation is required to confirm the client still qualifies for the higher level of service.
- ▶ If a client must travel outside their community for treatment, documentation is required to explain why medically necessary services are not available in their area.
- ▶ Hopelink NEMT cannot schedule transportation to the emergency room; however, we can arrange transportation for clients discharged from the ER.

Door to Door: Key Things for Booking Trips

- ▶ **Escorts:** Minors may travel with up to **two adults**. We will authorize additional minors when childcare is not available.
- ▶ **Car Seats:** Hopelink can request car seats from service partners, but availability is limited. We strongly encourage clients to bring their own car seats or equipment.
- ▶ **Multiple Appointments:** If more than one family member has an appointment on the same day of service, please let us know so we can arrange their transportation as a **group ride**.

Mode Exception Questionnaires

- ▶ **Higher Mode Exception - Door-to-door service required:**
This form is for clients with a medical condition or disability that makes using regular transportation difficult and requires door-to-door service. Drivers help passengers get in and out of the vehicle and secure them, but do not provide medical care or act as escorts.
- ▶ **Higher Mode Limitation - Solo rider or certain accommodations while utilizing higher mode:**
This form is for clients who, because of their condition, need to ride alone or require other specific medical accommodations during the trip.
- ▶ **Unaccompanied Minor - Minors under 15 who need transportation without an adult:**
This form allows minors under 15 to use transportation services without an adult. Normally, an adult guardian is required, so this form explains why an exception is needed.
It must be fully completed before transportation can be scheduled.
- ▶ **Exception to Distance - Clients who travel outside their local community for care:**
This form is for clients who must travel outside their usual service area to see the nearest suitable medical provider. It explains why a local provider cannot meet their needs.
- ▶ **Escort Exception - Clients who consistently need an attendant:**
This form is used when a client requires more than one adult attendant during transportation due to their condition. If a client is unable to travel independently, they must travel with an attendant. This form specifically addresses the need for multiple attendants.

What is a Service Partner

- ▶ Service partners are contracted by Hopelink to provide transportation in accordance with both Hopelink and HCA guidelines.
- ▶ Hopelink Service Partners use taxis, sedans, and accessible vans for wheelchairs, scooters, and stretchers. The client's mobility needs determine which vehicle is sent.
- ▶ Please note that service partners are **not** Hopelink employees, and drivers are **not** medically trained.
- ▶ Drivers must wear a visible badge or uniform showing their company name. It will never say "Hopelink" as they work for our contracted transportation companies.



Communicating with Hopelink

Customer Service Call Center

- ▶ Booking no **more** than 4 weeks in advance
- ▶ No **less** than 2 business days in advance
- ▶ Same day Transportation is for **urgent care only**
- ▶ Fax: 425-644-9447
- ▶ Phone:
King County Reservations 1 800-923-7433
Snohomish County Reservations 1 855-766-7433

Web Chat

<https://www.hopelink.org/transportation/chat>

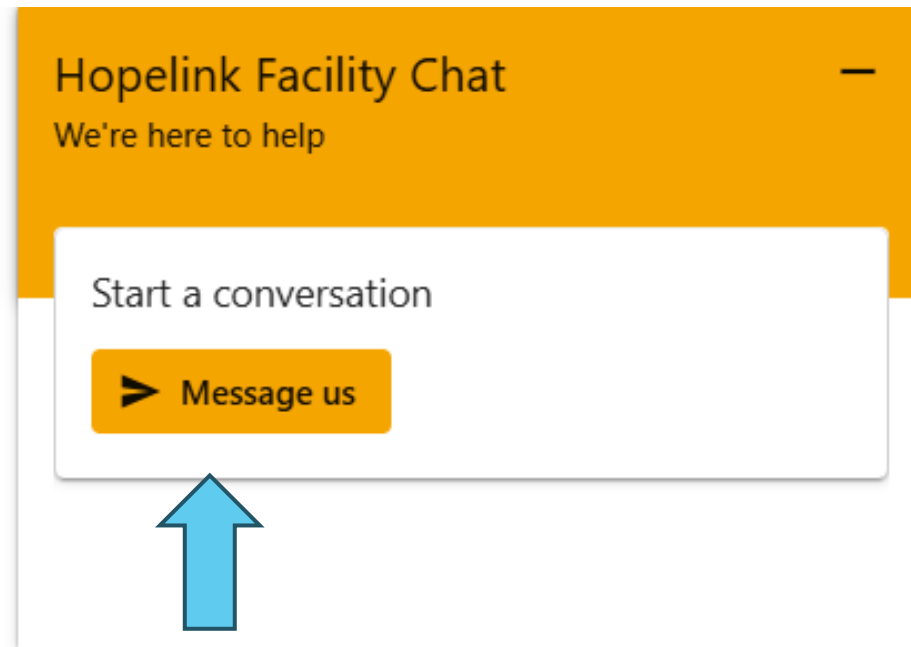
Facility Web Chat

Client First Name:

Client Last Name:

ProviderOne Number:

Facility Name:



Hopelink Facility Chat

We're here to help

Start a conversation

➤ Message us

Medicaid Transportation Document Submittal

Medicaid Transportation Document Submittal

Please include the client's ProviderOne number on the document being submitted. Include an email address that we can follow up with. To attach documents you would like to send simply use the select button.

Recipient's Email:

Valid Domains: hopelink.org

Or Send To:

Your Email:

Your Name:

Subject:

Attachments:

Message:



Type the code from the image

[About](#) | [Powered by NeoCertified](#)

- ▶ HIPAA secure email system for submitting documents requested by Hopelink

<https://www.hopelink.org/programs/medicaid-transportation/>


- ▶ This is for a secure document submittal for documents such as gas reimbursement, lost Orca cards, and exception questionnaires


MyRide Online

- ▶ **Best Use:** MyRide Online works best for trips booked 48 business hours in advance.
- ▶ **Information Needed:** Client's P1, date of birth, and trip date.
- ▶ **Late Driver:** If the driver is late, choose the "late" option. A Customer Service Representative will call you, so be sure to provide a valid callback number.
- ▶ **Feedback:** You can submit feedback through MyRide Online.
- ▶ **Pending Provider:** This status means we are still searching for a provider.
- ▶ **Real-Time Updates:** MyRide Online no longer updates in real time. Trip details show the system status as of 4 PM the day before, and any changes after 4 PM will appear the next day.

Choose a Language English ▾

Provider One Number:

Date of Birth: 

Date of Trip: 

Submit

Reservation Number	Pickup Window	Pickup Location	Destination	Provider	My Ride is Late	Cancel a Trip	Submit Feedback
7610 	12:00 PM to 12:30 PM	 Auburn, WA 98092	NWKC - Auburn 1501 W Valley Hwy N Auburn, WA 98001	Provider Pending			
7610 	4:45 PM to 5:15 PM	NWKC - Auburn 1501 W Valley Hwy N Auburn, WA 98001	 Auburn, WA 98092	US MOBILITY			



► Questions?



Nadine Zygaj, Community Engagement Specialist



ROUNDTABLE SHARING/PROJECT UPDATES

- **Story Mapping review at February meeting**
- **Rural Transportation Advocacy event March 14th – North Bend, Rtap conference December 7-10**
- **What are you working on right now?**
- **Is there anything you would like the group to help promote?**
- **Do you need support for anything you're working on?**



NEXT STEPS AND CLOSE

Next AtHW Workgroup Meeting:

Wednesday, February 4th, 2026 9:30-11:00am, ZOOM

Next KCMC Meeting:

Tuesday, February 17th, 2026 9:30-11:30am ZOOM

CONTACT US

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