

Financial management services



GT INDEPENDENCE

GT Independence is the financial management services vendor for the WA Cares Fund. They have partnered with us to offer:

- 1) Support with purchasing adaptive equipment and technology
- 2) Reimbursement for:
 - a. Out-of-pocket purchases for transportation costs or adaptive equipment and technology
 - b. Paying a family member or friend to provide you with transportation

Before you can use their services, you must be enrolled in WA Cares, have a benefit balance that would cover the cost of reimbursement or the purchased item, and create an online account with GT Independence.

If a reimbursement request is denied, you have a right to appeal.

ADAPTIVE EQUIPMENT AND TECHNOLOGY

There are two ways GT Independence can use your benefit balance to cover the costs of adaptive equipment and technology.

1) Reimbursement of out-of-pocket costs

You decide to buy the item using your own money, then ask for reimbursement. You must keep a receipt for your purchase and send it to the vendor to review. The receipt must include:

- Name of the seller
- Date of the purchase
- Name of the item
- Method of payment
- Total amount paid for the item (including additional required fees or costs)

A reimbursement request must be sent to the vendor via email or their online portal within 60 days of buying the item. They will create a pre-authorization and submit it for approval in your WA Cares benefits account and your vendor account. Once you approve both, the vendor will process the cost from your benefit balance and send your reimbursement.

2) Ask vendor to make a purchase for you

You find the item online and ask the vendor to buy it for you using your benefit balance.

Use the vendor's online portal to submit a request with the following details:

- Name of the online vendor
- Item to be purchased (including a link to the item)
- Price of the item
- Preferred delivery address

The vendor reviews the request and buys the item using your benefit balance. They will send you the delivery information and estimated delivery date.

The vendor cannot approve reimbursement requests or make purchases from consumer-to-consumer sites like Etsy, eBay, Facebook Marketplace or Craigslist.

TRANSPORTATION

There are two ways GT Independence can support you in using your benefit balance to cover the cost of transportation services.

1) Reimbursement of out-of-pocket costs

Transportation costs, such as ferry tickets, bus passes, parking fees for medical appointments, and taxi or rideshare scrips can be reimbursed by the vendor.

You must keep a receipt for your purchase and send it to the vendor to review. The receipt must include:

- Name of the seller
- Date of the purchase
- Name of the item
- Method of payment
- Total amount paid for the item (including additional required fees or costs)

A reimbursement request must be sent to the vendor via email or their online portal within 60 days of buying the item. They will create a pre-authorization and submit it for approval in your WA Cares benefits account and your vendor account. Once you approve both, the vendor will process the cost from your benefit balance and send your reimbursement.

2) Family member or friend mileage transportation reimbursement

You can use GT Independence to help pay a family member or friend who is over the age of 18 and is willing to drive you around the community.

Your loved one must create their own vendor account and enroll as your driver. They'll need to send proof of valid, up-to-date driver's license, car insurance and registration to the vendor during this process.

You and your loved one then agree on the number of miles per month. The mileage will be reimbursed at the Internal Revenue Service's standard mileage rate. Once you share these details with the vendor, they will create pre-authorization for you to approve in your benefits account. Pre-authorizations are valid for up to 90 days. Once it is approved, your driver can then begin offering services.

As your loved one drives you around, they must document their dates of service and miles driven. At the end of every month, they submit their documentation through the vendor's online portal. Their totals cannot exceed what is listed on the pre-authorization. You will approve these details in your vendor account before your loved one is paid.

If you wish for your driver to continue driving you beyond those initial 90 days, you will need to contact the vendor to create another pre-authorization.

Note that there are mileage and cost maximums to this service.

WA Cares

Phone 844-CARE4WA (844-227-3492)

Email or chat wacaresfund.wa.gov/contact

Website wacaresfund.wa.gov

GT Independence

Phone 269-651-4500

Website gtindependence.com/contact-us