Transportation

Transportation services help with transportation to and from the grocery store, medical appointments, social services and therapeutic recreational activities.

Things to consider

You can schedule a ride with a driver, or you can pay out-of-pocket for transportation costs and request reimbursement later.

If you are receiving in-home personal care services, transportation is typically included in that service. Check with your home care agency or individual provider before accessing transportation services in addition to your in-home personal care.

Sometimes, medical insurance covers transportation costs for non-emergency, medically necessary appointments or specialized care. Check with your insurance provider before accessing transportation services.

The flowchart on the next page illustrates the various pathways from planning transportation to paying for it. Consider using this tool to determine how you will arrange and pay for your transportation needs.

Providers

You can choose any WA Cares provider who is registered to provide this service. We require all providers to meet minimum qualifications. You can find a provider at waclc.org/wacares.

There may be times when you will pay out-of-pocket for transportation costs, like taxis, ferries, rideshare or bus passes. You may seek reimbursement for those transportation expenses through our financial management services vendor.

You may also have friends and family drive you and then seek reimbursement for the miles traveled together. You and your driver must enroll with our financial management services vendor before you seek mileage reimbursement.

Rates and billing

This service can be billed in two ways: "per mile" or in units categorized as "each." "Each" can be selected as a payment or reimbursement option for non-mileage expenses like parking fees for medical appointments, ferry tickets and bus passes, or to cover a combination of expenses, such as mileage, wait time or fees. You can mix and match the types of billable transportation services, but the total cannot exceed the monthly dollar or mile limit on the maximum rates sheet.

Cost of services may vary based on where you live and the services you require. You and your provider will agree on rates. You can find maximum rates and typical costs at wacaresfund.wa.gov/rates.

Contact

Phone
844-CARE4WA (844-227-3492)

Email or chat
wacaresfund.wa.gov/contact

Language assistance is available.

Are you riding with a loved one or are you accessing transportation services another way?

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I am riding with a loved one.

You and your loved one must enroll with the financial management services vendor.

You both must follow the vendor's policies and procedures for reimbursement.

Reimbursement is paid at the per-mile rate established by the Internal Revenue Service.

Cannot exceed 260 miles per month.

I am accessing transportation services another way.

Are you paying for the service out-of-pocket and seeking reimbursement later?

No. I want to use my benefits to pay directly for my transportation services.

You must find a registered transportation provider.

You and your provider agree to the details of the services.

Your provider creates a pre-authorization for the services you agreed upon.

You approve or deny the pre-authorization.

If approved, services are paid for using an all-inclusive service code. This allows you and the provider to roll various expenses into one line item. Expenses include things like per-mile rate and wait times.

Yes. I am paying out-of-pocket and seeking reimbursement.

You must enroll with the financial management services vendor and follow their policies and procedures for reimbursement.

The financial management services vendor will reimburse you for allowable expenses, such as taxi scrips or bus and ferry passes.

Total cost cannot exceed the monthly dollar or mile limit on the maximum rates sheet.

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