

How to get transportation to your COVID-19 vaccine appointments

Overview

If you have Apple Health (Medicaid) and need help getting to your health care appointments, the Health Care Authority (HCA) will cover your transportation. You can use this service for nonemergency medical appointments like COVID-19 vaccinations.

How to get help with transportation

Call the transportation broker for your county (see the broker contact list on page 2). The broker will check your eligibility and arrange transportation that meets your mobility needs. If you are not eligible for this service, the broker will direct you to other local resources.

Please have the following information ready when you call:

- Your ProviderOne services card
- Your full pick-up address
- The location of your vaccine appointment
- The name and phone number of your medical provider (you do not need this information if you need transportation to a COVID-19 mass vaccination site)
- Your exact appointment date and time
- The type of health care appointment (e.g., dialysis, OB, dental, COVID-19 vaccine, etc.)

Frequently asked questions

What is nonemergency medical transportation?

This is a service to help you get to and from your health care appointments. The most common types of transportation help include public bus, taxi, wheelchair van, gas vouchers, and reimbursement for mileage. This service does not include stretcher, ambulance, or secured transportation.

Can I use nonemergency medical transportation for COVID-19 vaccine appointments?

Yes, we cover roundtrip transportation to any vaccination site including pharmacies, mass vaccination clinics, and drive-through clinics. Please call the transportation broker in your county. They will arrange a trip that meets your mobility needs.

Who can use nonemergency medical transportation?

Apple Health (Medicaid) clients who need help with transportation are eligible for this service.





Who do I call for nonemergency transportation?

Contact the transportation broker that serves your county. They will check your eligibility and coordinate your trips. If you are not eligible for this service, they will connect you to other local resources.

When should I call to request transportation?

You should call as soon as you can, at least two business days before your medical appointment. Urgent trips with less than two business days of notice may be possible if resources are available.

Broker contacts

Broker name	Counties served	Phone number
Hopelink	King, Snohomish	1-800-923-7433
Northwest Regional Council	Island, San Juan, Skagit, Whatcom	1-800-860-6812
Paratransit Services	Clallam, Grays Harbor, Jefferson, Kitsap, Lewis, Mason, Pacific, Pierce, Thurston	1-800-846-5438
Human Services Council	Clark, Cowlitz, Klickitat, Skamania, Wahkiakum	1-800-752-9422 (option 2)
People for People	Benton, Chelan, Columbia, Douglas, Franklin, Kittitas, Okanogan, Walla Walla, Yakima	1-800-233-1624
Special Mobility Services	Adams, Asotin, Ferry, Garfield, Grant, Lincoln, Pend Oreille, Spokane, Stevens, Whitman	1-800-892-4817

For more information, please go to the NEMT website at hca.wa.gov/transportation-help.



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