

## What Types of Transportation Services Are Available?

### Transit Fare

- For those who live within 3/4 of a mile to a fixed route bus stop and are able to use public transit.

### Fuel or Mileage Reimbursement

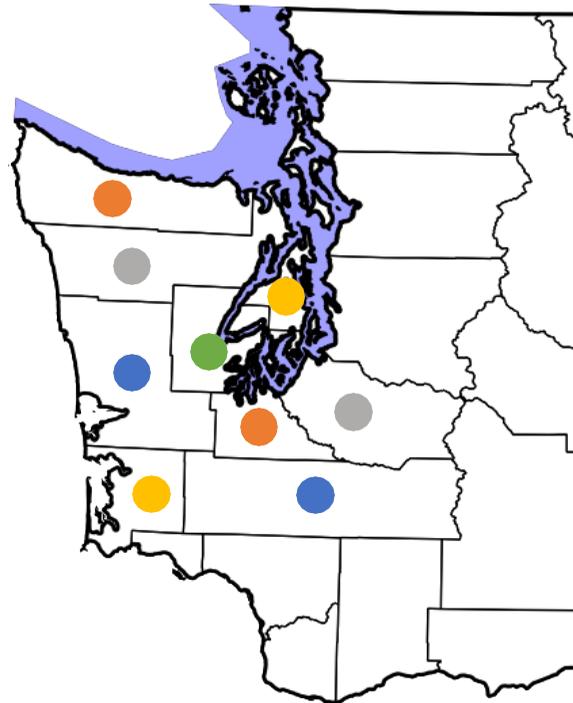
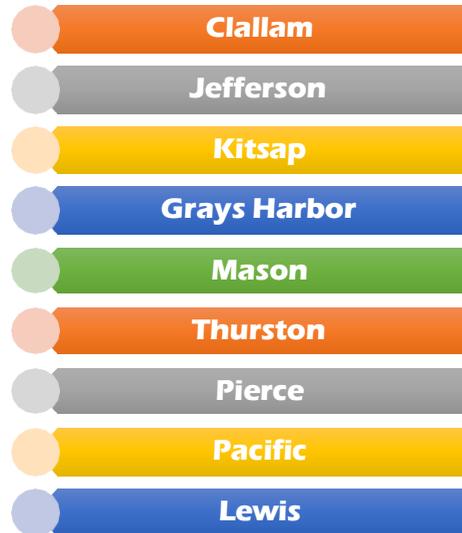
- If you or someone you know has a valid driver's licence, current auto liability insurance and valid vehicle tags/registration.

### Ride Services

- Provided through contacted providers, cabulance providers, volunteer drivers, and/or shared ride services.

### Service Area:

Paratransit Services is proud to serve the following counties:



## Paratransit Services

### About Our Company:

Paratransit Services is a locally based non-profit corporation in Bremerton, Washington. We have provided specialized transportation services throughout western Washington since 1980.

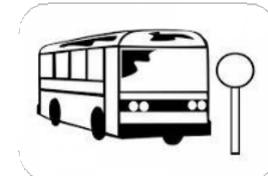
Paratransit Services has a contract with the Washington Health Care Authority, to arrange Non-Emergency Medical Transportation (NEMT) for WA Apple Health and Medicaid clients.

For more information about our company, please visit our website at:

[www.paratransit.net](http://www.paratransit.net)

Providing independence through mobility since 1980.

## Washington State Non-Emergency Medical Transportation



Transit Fare



Ride Services



Fuel / Mileage Reimbursement

If you are on Washington Apple Health or Medicaid, you may qualify for our transportation services at NO COST to you!

## Paratransit Services

## How to Request Services:

- Please call our call center **AT LEAST TWO BUSINESS DAYS BEFORE** your medical appointment. (Trips out of your local community may require more notice and additional documentation)
- Call between 8:00 a.m. & 5:00 p.m. Monday through Friday.
- Appointments can be scheduled up to 14 days in advance for rides, and up to 30 days in advance for bus or ferry funds and fuel/mileage reimbursement.

(If you do not yet have a fuel/ferry/bus card supplied by Paratransit Services, call at least 5 to 7 business days ahead)

### Who is Eligible?

- To use this service, you must have a DSHS (HCA) Apple Health Provider One Card which you use to pay for your medical visits. In addition, you must have no other way to get to your medical appointment.

### Need Transportation Out of Local Community?

- We may be able to arrange transportation to a healthcare provider in another area if we have documentation that it is medically necessary and the care is not available within or close to your local community.

### Can Urgent Appointments Be Requested?

- We are a non-emergency medical transportation (NEMT) provider and normally require a minimum of two (2) business days' notice. However, we may be able to assist with transportation to and/or from urgent care, returns from emergency room, hospital admissions/discharges, and/or verified unplanned urgent appointments on a same day basis. Short notice transport is provided on an "as available" basis.

## When calling to request a service, please have the following information readily available:

- Clients Name & Phone Number
- Clients *ProviderONE* Number
- Referring Doctors Name/Phone/Fax
- Appointment Date/Time/Address
- Name & Number of Provider to be Seen

### Preparing for Your Ride

- We ask clients to be ready at least one hour before your local appointments, even for short rides.
- For trips with greater distances, please call the day before to verify patients estimated pick-up time.

### Changes & Cancellations

- To cancel, please call us at least two hours before the clients estimated pick up time.
- Changes to prescheduled trips require two business days' notice

### Book Online

- You may book or cancel future trips online using the [www.WANEMT.com](http://www.WANEMT.com) website if you have booked a trip with us in the last six months, either by phone or online.
- Your mobility aid and/or attendant use, address, and phone number have not changed since last trip.

## If you live in one of the following counties, call the number below:

### Pierce

• 1(800)-925-5438

### Thurston · Lewis · Pacific · Grays Harbor · Mason

• 1(800)-846-5438

### Kitsap

• (360)-377-7007  
• 1(800)-756-5438

### Jefferson · Clallam

• 1(800)-756-5438

### Hearing Impaired

• 1(800)-934-5438

### FAX

• 1(855)-742-5078  
• 1(360)-377-1528

## Interpreter Services:

For your convenience, if you need an interpreter, we use Language Line interpreter service. When you call, please tell us what language you speak. We will ask you to hold while we contact an interpreter.