

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
 MEDICAID PURCHASING ADMINISTRATION  
 Olympia, Washington**

**To:** All Providers

**# Memo:** 11-04

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**For information, contact:**

1-800-562-3022 or go to:

<http://hrsa.dshs.wa.gov/contact/default.aspx>

**Subject: Non Emergency Transportation - New Contracts Awarded for Nonemergency Medical Transportation (NEMT) Services**

**Retroactive to dates of service on and after January 1, 2011**, the Department of Social and Health Services (the Department) awarded contracts to new transportation brokers to provide non emergency medical transportation for Department clients who need transportation to and from healthcare services. This memorandum provides a list of the new brokers by county and additional information for all providers regarding transportation brokers.

**Overview**

The Department provides nonemergency medical transportation (NEMT) for eligible medical assistance clients who do not have transportation to and from healthcare providers. The Department’s NEMT program is operated under contracts with six (6) transportation brokers statewide.

**What Has Changed?**

**Retroactive to dates of service on and after January 1, 2011**, the Department awarded contracts to the following new transportation brokers to provide non emergency medical transportation for Department clients who need transportation to and from covered healthcare services in the following counties:

<b>County</b>	<b>Previous Transportation Broker</b>	<b>New Transportation Broker</b>
Okanogan, Chelan, Douglas	<b>Trancare</b>	<b>People for People</b>
Whitman, Garfield, Asotin	<b>Council on Aging Services</b>	<b>Special Mobility Services</b>
Snohomish County	<b>Paratransit Services</b>	<b>Hopelink</b>
<b>Transportation brokers remain the same in all other counties</b>		

## Complete List of Transportation Brokers

For a complete list of all transportation brokers who serve eligible medical assistance clients go online at: <http://hrsa.dshs.wa.gov/Transportation/Phone.htm>.

## Contacting a Transportation Broker

The transportation broker must be contacted in advance of a healthcare appointment to:

- Schedule a trip; and
- Obtain authorization for transportation;

Contact with the transportation broker must be:

- At least 48 hours (two business days) in advance; but
- Not more than 14 days (two weeks) in advance.

**Exception:** Advance notice is not required when the request is for an urgent care appointment or a hospital discharge.

All transportation brokers accept trip requests for healthcare appointments by fax as well as by telephone.

## Transportation Broker's Responsibility

The transportation broker is responsible for:

- Authorizing the type of transportation;
- Selecting the transportation provider; and
- Selecting the type of transportation that is:
  - ✓ Appropriate to a client's medical condition and capabilities;
  - ✓ The lowest cost available; and
  - ✓ Accessible.

The transportation broker:

- Arranges for transportation to healthcare services within a client's local medical community; or
- May arrange for transportation outside the local medical community if justification is provided.

**Note:** The client's primary care provider normally supplies justification to the transportation broker for transportation outside the local medical community.

### **How Can I Get the Department/MPA Provider Documents?**

To download and print the Department/MPA provider numbered memos and billing instructions, go to the Department/MPA website at: <http://hrsa.dshs.wa.gov> (click the ***Billing Instructions and Numbered Memorandum*** link).