

How to Contact Us

If you live in Clark County call:
360-694-9997

If you live in Cowlitz, Klickitat,
Skamania or Wahkiakum County, call:
1-800-752-9422, Option 2



If you are a social or health service provider, you may fax us transport requests on behalf of Medicaid-eligible clients. Call us at the numbers above to ask for our standard facility transport request form.

FAX: 360-694-1446
Visit us on the web at:
www.hsc-wa.org

The Washington Relay Service is available for hearing-impaired callers. Telephone interpretation is available for all non-English language calls.

Comments, Complaints, Commendations or Concerns are accepted via fax, mail, phone, or website. HSC is a Health Care Authority (HCA) HIPAA Business Associate.

**Non-Emergency Medical Transportation
Brokerage**
Human Services Council
120 NE 136th Avenue, Suite 215
Vancouver, WA 98684

When Should I be Ready for my Ride?

When you call us for a ride, we will tell you when to be ready to be picked up. Your ride may arrive up to fifteen (15) minutes before or after your scheduled pick-up time. For shared rides, you may be asked to be ready earlier than you expect. Unexpected delays may occur due to extreme traffic congestion, road construction, or weather conditions.

Transport to Locations Outside Your Local Community

If you need transportation outside of your local service area, state rules require these trips be documented and approved in advance. If you've received a referral from your doctor to an out-of-area provider, we recommend that you call us 7 to 14 days before your appointment to allow time to complete the HCA exception process.



Title VI & ADA Policies

The Human Services Council operates its programs without regard to race, color, and national origin. To receive information on its discrimination obligations, including its complaint procedures, please contact us at (360) 694-9997 or visit our website at www.hsc-wa.org.

Medical Transportation Brokerage



Do you receive
Medicaid?

Do you have
trouble getting to your
medical
appointments?

If you do, the Medical
Transportation
Brokerage may be able
to help.

Help!

Eligibility

If you have a current Provider One ID Card and are going to a covered medical service within your community, you may be eligible for Medical Transportation.

Covered Medical Services

The Human Services Council provides non-emergency transportation assistance in Clark, Cowlitz, Klickitat, Skamania and Wahkiakum Counties for those services covered by Medicaid. We provide transportation to medical providers in your local community. We cannot transport to services which are not covered under your specific Medicaid program.

For emergencies, call 9-1-1

Typical services to which we provide transportation include:

- Physicians
- Behavioral Health
- Dental
- Dialysis
- Urgent Medical Care
- Specialty Medical Care

Information to Have Ready When you Call

- Medicaid Provider One ID card
- Your date of birth
- Your complete pick up address and mailing address
- Telephone, cell phone or message number
- The name, complete address and phone number of your medical provider
- Your exact appointment date & time and return time if known
- The type of medical appointment (dialysis, primary care, mental health etc.)
- Special mobility equipment or other special needs

Most Appropriate, Least Costly

When you request a ride, we work with you and your healthcare provider to determine the type of transportation most suited to your abilities. We then locate the lowest-cost option given your needs, and arrange for service with one of our providers. The most common types of transportation available include:

- Bus Passes
- Gas vouchers
- Mileage Reimbursement
- Volunteer Drivers
- Wheelchair van/cabulance
- Taxi
- Train

Scheduling a Ride

Our phone lines are open Monday - Friday from 8am - 5pm excluding the lunch hour and holidays.

How Far in Advance Should I Request Transportation?

We recommend you request transportation 7 to 14 days before your appointment. Letting us know in advance that you need transportation makes it more likely that we can find transportation for you. If your request is made less than two business days before your appointment and is not for urgent medical care, you may be asked to reschedule your appointment.

Canceling a Ride

If you need to cancel a ride, please call us as soon as possible, but at least 2 business hours before your scheduled pick-up time.



“The Human Services Council’s mission is to improve people’s lives by connecting them to opportunities, information and services that respond to their individual and family needs.”