

Coordinating Transportation with Brokerages

Since 1989, Washington has used a regional brokerage system to coordinate non-emergency medical transportation for eligible Medicaid clients. The Health and Recovery Services Administration (HRSA) of the Department of Social and Health Services (DSHS) divides the state into thirteen transportation service regions and contracts with a network of brokers. The state currently contracts with eight agencies.

The brokers arrange the least costly method of transportation which is available and appropriate for each client. Transportation methods used by the brokers include public bus, gas vouchers, client and volunteer mileage reimbursement, non-profit providers, tribal governments, taxi, cabulance, ferry, and commercial bus and air.

In 2006, Washington State’s brokers coordinated 3,226,536 trips for Medicaid clients.

Outside of their Medicaid contracts with the state, some brokers also coordinate other kinds of trips including:

- Seniors to meal sites, shopping, social outings, support groups, and adult day health centers
- Homeless students to schools
- Rural residents to essential services, jobs, and youth activities
- Low-income workers to jobs and educational opportunities and their children to daycare
- Non-Medicaid clients to medical and other essential services



Brokers	Brokerage Regions & Counties Served
COAST	Region 13: Asotin, Garfield, Whitman
Hopelink	Region 3: King
Human Services Council	Region 7: Clark, Cowlitz, Klickitat, Skamania, Wahkiakum
Northwest Regional Council	Region 1: Island, San Juan, Skagit, Whatcom
Paratransit Services	Region 2: Snohomish Region 4: Pierce Region 5: Clallam, Jefferson, Kitsap, North Mason Region 6: Grays Harbor, Pacific, Thurston, Lewis, South Mason
People for People	Region 8: Benton, Columbia, Franklin, Kittitas, Walla Walla, Yakima
Special Mobility Services, Inc.	Region 10: Ferry, Stevens, Pend Oreille Region 11: Lincoln, Grant, Adams Region 12: Spokane
Trancare	Region 9: Chelan, Douglas, Okanogan

The Agency Council on Coordinated Transportation (ACCT) is a partnership of members from the legislature, state agencies, transportation providers and consumer advocates whose mission is to direct and promote activities that efficiently use all available state and community resources for special needs transportation across the state.

For more information, contact:

Robin Phillips, ACCT Administrator
 Email: phillir@wsdot.wa.gov
 Phone: (360) 705-7929
www.wsdot.wa.gov/acct