Agency Council on Coordinated Transportation

Coordinating Transportation with Brokerages

In1989, Washington began using regional transportation brokers to coordinate non-emergency medical transportation for eligible Medicaid clients. Eight brokers currently contract with the Department of Social and Health Services (DSHS) to serve 13 regions.

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.

Nursing students using brokered transportation to attend school.

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

Outside of their state Medicaid contracts, some brokers also contract with other agencies to coordinate other kinds of trips:

- 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	Counties Served
COAST	Asotin, Garfield, Whitman
Hopelink	King
Human Services Council	Clark, Cowlitz, Klickitat, Skamania, Wahkiakum
Northwest Regional Council	Island, San Juan, Skagit, Whatcom
Paratransit Services	Clallam, Jefferson, Grays Harbor, Kitsap, Lewis, Mason, Pacific, Pierce, Snohomish, Thurston
People for People	Benton, Columbia, Franklin, Kittitas, Walla Walla, Yakima
Special Mobility Services, Inc.	Adams, Ferry, Grant, Lincoln, Pend Oreille, Stevens, Spokane
Trancare	Chelan, Douglas, Okanogan

Washington State Department of Transportation

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:

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