North Olympic Healthcare NETWORK

OUTREACH & NAVIGATION

Guide to Paratransit Services (PTS)

Paratransit Services (PTS) is a private nonprofit corporation based in Bremerton, WA, which has a contract with the WA Health Care Authority to arrange transportation services to and from medical appointments at no cost to the patient by billing their Medicaid/WA Apple Health plan. It is an entirely separate entity from North Olympic Healthcare Network. PTS is also sometimes confused with Clallam Connect Paratransit, which operates differently.

Overview of Services Offered

PTS arranges the lowest cost, most suitable transportation for your needs. Their website (wanemt.com) includes the following transportation options:

1) Bus Passes or Bus Tickets – For those who can take public transportation and live within ¾ mile of a bus line. Tickets can be requested for multiple appointments. It is best to request tickets at least two weeks in advance to allow enough time for tickets to be mailed.

2) Reloadable Fuel Card/Orca Card – PTS will request the driver's license, vehicle registration, and proof of insurance for whoever will be driving. First-time clients should request fuel 2 weeks in advance and no less than 5 days before the appointment. This will allow enough time for the card to be mailed and activated prior to the application date. You will need to notify PTS each time you have an appointment so that the necessary funds can be added to the card.

3) Mileage Reimbursement – Reimbursement can include mileage, ferry, and parking costs. It is important to keep any receipts. Just like other forms of transportation assistance, reimbursement requests must be approved at least two business days before your appointment. PTS cannot reimburse for Uber, Lyft, or taxi/cab fare. Patients will need to provide a copy of driver's license, vehicle registration, and proof of insurance. Reimbursement is not immediate. You will receive a reimbursement form in mail and will need to complete it. Once the completed form is returned to PTS the process may take 6-8 weeks.

4) Volunteer Drivers – If you are NOT eligible for Paratransit services, volunteer drivers may be able to assist.

- Catholic Community Services: 1-844-851-9380
- Lois Legacy: (360) 683-4307
  **Patients may be responsible for fuel/ferry costs if using Lois Legacy.*

5) Door-to-Door Rides – Share rides with other clients. If you have a local appointment and live within ¾ of a mile of a bus stop but are unable to use the local fixed-route transit system, a Door-To-Door Letter/Form can be completed and signed by your primary care provider to confirm your eligibility.

6) Lodging and Food – Lodging can be for both patient and attendant. If needed, assistance with food can also be provided. Call the PTS Regional Supervisor (Direct: (360) 377-7176 ext. 240, Toll Free: 1-800-933-3468 ext. 240) to request information about their Lodging Form. The form will need to be completed by the facility that is providing care (i.e., if the patient is having surgery at Swedish, the lodging request needs to be made by Swedish), so have their phone/fax number ready when calling.

Eligibility for Services

To use this service, you must have a DSHS Provider One Card which you use to pay for your medical visits. This appears on your insurance card as a nine-digit number followed by the letters "WA." The service will need to confirm that your medical appointment has been scheduled prior to booking your transportation.

Example Provider One Card:



If you are unable to locate your Provider One card, you can search for it using your SSN, date of birth, and zip code at www.waproviderone.org/client. If you are still unable to locate your number, you can call the Port Angeles Office of the Department of Social and Health Services for assistance at (360) 565-2180.

Enrollment and First-Time Booking

To register for PTS and request transportation at the same time, please call 1-800-756-5438.

For TDD (Telephone Device for the Deaf or hearing impaired), please call 1-800-934-5438.

You will need to have the following information when you call. If you do not have this information when you call, you may be asked to call back when you are able to provide it:

- The date and time of your appointment, and your expected return time.
- The name, address, and telephone number of the health care provider with whom you have an appointment. *You may also need the fax number of the doctor who referred you to the appointment.
- Your Provider One number.

If this is your first time using Paratransit Services, you will need to call the service 2-14 business days before your medical appointment. Call between 8:00 a.m. and 5:00 p.m., Monday through Friday. Waiting on hold for 30 minutes or even several hours is not an unusual occurrence due to call volume, so it is advised that you put the call on speaker phone and go about your business while waiting for an operator.

You can and should request any needed service(s) while you enroll with PTS. It is recommended that you also have a means of recording the information which you are given by the operator such as paperwork that may be needed, pickup/return times, or any other important information.

To ensure that there is no issue with your PTS transportation, it is advised that you book services as far out from your appointment as allowable so that any issues that may arise can be resolved with enough time to spare. PTS may call you up to the day prior to your trip to update you about changes in pickup/return times or other details of your trip.

Booking Rides After Your First Time

Once you have enrolled and used PTS services once, it is highly recommended to use the Online Trip Booking Wizard which can be found at wanemt.com > Home > Trip booking wizard. A separate window should open, allowing you to enter the details of your transportation needs.

Requesting services through the Online Trip Booking Wizard can be done 2-30 days in advance of your appointment. You must have used PTS at least once in the last six months to be able to book with the Online Trip Booking Wizard. The Online Trip Booking Wizard can also be used to cancel any requested services.

Paperwork and Documentation

Please review the summary on page 1 of this packet, which lays out which paperwork will be necessary to have completed and sent by you, your primary care provider, or another medical facility.

If you are traveling to an appointment outside of Clallam County or outside your service area, PTS will require a separate Referral Letter/Form to be signed by your primary care provider.

Minor children can always have one parent go with them. If an adult requires an attendant, PTS will request documentation from your primary care provider that an attendant is medically necessary.

Vehicle and driver documents can be mailed to: Paratransit Services, 4810 Auto Center Way, Bremerton, WA, 98312, faxed to (360) 377-1528 or toll-free at 1-855-742-5078, or emailed to fueldocs@paratransit.net. Since small documents such as driver's licenses and insurance cards tend to come through the fax dark and unreadable, we recommend mailing. If you fax, please enlarge and lighten those documents before faxing. Please be sure to include the client(s) name and date of birth, so that PTS can identify and update the correct file.

PTS forms can be found at wanemt.com > Medical Providers > Resources

Booking Restrictions

If you call on a Friday, the service will only be able to book a ride as soon as the following Wednesday. The Paratransit Services call center is also closed on the following holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after, Christmas Day.