



WE MAY BE ABLE TO HELP.

Since 1971, Hopelink has served homeless and low income families, children, seniors and people with disabilities. Hopelink's mission is to promote self-sufficiency for all members of our community; we help people make lasting change.

Hopelink Directory

ADMINISTRATION

425.869.6000
P.O. Box 3577
Redmond, WA 98073
16225 NE 87th St.
Suite A-1
Redmond, WA 98052

TRANSPORTATION

General: 425.943.6789
Transportation Brokerage:
800.923.7433
Metro DART Reservations: 866.261.3278
Interpreter Services Brokerage: 425.378.7977
TDD/TYY Line: 800.246.1646

BELLEVUE CENTER

425.943.7555
14812 Main St.
Bellevue, WA 98007

KIRKLAND CENTER

425.889.7880
13013 NE 65th St.
Kirkland, WA 98033

NORTHSHORE CENTER

425.485.6521
18220 96th Ave. NE
Bothell, WA 98011

REDMOND CENTER

425.882.0241
16225 NE 87th St.
Suite A-1
Redmond, WA 98052

SHORELINE CENTER

206.440.7300
15809 Westminster Way N
Shoreline, WA 98133

SNO-VALLEY CENTER

425.333.4163
31957 E. Commercial St.
Carnation, WA 98014

LITERACY LEARNING CENTERS

Bellevue 425.643.1912
Sno-Valley 425.333.4417

LIFELONG LEARNING CENTER

425.643.1912

HOUSING

425.556.9289

LIHEAP & PSE HELP

Energy Assistance
800.348.7144

VOLUNTEER PROGRAMS

425.869.6066

COMMUNITY SPONSORED EVENTS

425.883.8430

HOPELINK TOURS

425.869.6000

Hopelink Services

- Food banks twice monthly
- Emergency financial assistance
- Home heating assistance
- Emergency family shelter
- Transitional housing
- Lifelong learning programs
- Family development program
- Community job initiative
- Hopelink employment program
- Transportation

MEDICAL TRANSPORTATION BROKERAGE

Do you receive Medicaid?

Do you have trouble getting to medical appointments?



ABOUT THE PROGRAM

WHO IS ELIGIBLE?

You may be eligible if you have a current Medicaid Assistance ID Card, reside in King County and are going to a covered medical service within your community.

HOW DO I SCHEDULE A RIDE?

To allow us time to schedule your ride, please call us at least two business days before a scheduled medical appointment. Reservation hours are 8:00 am – 5:00 pm Monday through Friday. If you need to cancel a ride please call us at least two hours before your scheduled pick-up.

Our contact center is open 24 hours a day, 7 days a week for questions, cancellations and urgent care appointments. Transportation to urgent appointments can be scheduled on an “as available” basis.

WHICH SERVICES ARE COVERED?

Hopelink provides transportation assistance in King County for those services covered by Medicaid. We provide transportation to the closest medical provider of type in your community. We cannot transport to services not covered under the Medicaid Program.

WHAT INFORMATION DO I NEED?

Please have these things ready when you call:

- Your DSHS Medicaid ID Card
- Your complete pick-up address
- The name, complete address and phone number of your medical provider
- Your exact appointment date and time
- The type of medical appointment (examples: dialysis, OB, dental)
- Your return time
- First time callers will be asked additional screening questions.

WHAT IF THE NEAREST SERVICE IS OUT OF STATE?

If a medical service is not available in your community, we can arrange transport to this service in another location, if it is pre-authorized by your local doctor. These trips must also be approved by DSHS.

WHAT KIND OF TRANSPORT WILL BE PROVIDED?

When you request a ride, we work with you and your medical provider to determine the type of transportation most suited to your needs.

WHEN SHOULD I BE READY FOR MY RIDE?

When you call us for a ride, we will tell you the time at which you should be ready to be picked up. For shared rides, you may be asked to be ready earlier than you expect. Unexpected delays may occur due to traffic congestion or weather conditions.

For Reservations Please Call:

King County: 800-923-7433

Where's My Ride? 800-595-2172

TTY: 800-246-1646

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

For Complaints, Commendations and comments regarding your trip please contact the Hopelink King County reservation line at 800-923-7433.

TYPICAL DESTINATIONS INCLUDE:

Physicians	Urgent Care Clinics
Dentists	Dialysis
Hospitals	Mental Health

THE MOST COMMON TYPES OF TRANSPORTATION INCLUDE:

- Public bus tickets and passes
- Gas vouchers
- Passenger vehicle/taxi
- Lift equipped van



hopelink
www.hope-link.org