

## **GAS CARD PROGRAM QUICK FACTS**

### **When should I call for my gas card?**

Requests for gas cards should be made in advance of your medical appointments. Please call our client services representatives to request gas cards. You can call as early as the 15th of the month for next months gas cards. To be eligible for a gas card, you must call and request the card no later than the 10th of the month following your appointment. All medical appointments must be verified before a gas card can be booked so we encourage clients to call early. Most appointments can be verified quickly but it could take 2-3 days to verify an appointment, depending on the availability information from staff at the medical facility.

### **Can I request a gas card before turning in documentation to Hopelink?**

All requests are subject to verification and this includes a review of all necessary documentation. This includes the driver's license, proof of insurance, and vehicle registration. All documentation must be filed with Hopelink and must be current at the time of your appointment. Clients who do not have current information on file, will not receive reimbursement under the gas card program. It is your responsibility to send the information. You are also responsible for providing Hopelink with updated information or new documentation as needed.

### **How is the dollar amount calculated?**

Gas cards are calculated at thirty-five cents (\$.35) per mile. Staff will review your gas card request and use the address information to calculate the mileage reimbursement. The amount on the gas card sent will be based upon the shortest distance between the starting and ending addresses. If you have access to the internet, you can estimate the mileage by entering the pick up and drop off address at [www.mappoint.com](http://www.mappoint.com). Be sure that the online service you use to estimate mileage is set-up to calculate the shortest distance for the trip. Final determinations about mileage will be done by Hopelink based upon the shortest distance.

### **How long will it take to receive a gas card?**

If a gas card is requested before the deadline of the 10th of the month and we complete the process of verifying appointments and documentation, we will normally send a gas card to you within 7-10 business days.

### **Do I receive a gas card for each trip?**

Mileage for multiple trips are usually added together and placed on one gas card. So you may receive 1 gas card for several trips.

### **How can I check the balance on my gas card?**

You can check the balance on your gas card by calling ARCO at 1-800-519-3560. The balance on a card is also printed on the receipt after each transaction.

### **Can a card be used to purchase other things at ARCO?**

The gas card is only valid for purchasing fuel. It cannot be converted to cash or used to purchase other products. It also cannot be applied to your ARCO credit account. The \$5 and \$10 fuel cards can be used one time only. No change will be given. We recommend that you only use these fuel cards when you have a half tank or less.

### **How does the fuel from Arco compare to other companies?**

Arco offers gas that meets or exceeds government standards for gas such as those of the Environmental Protection Agency (EPA). The company is proud to be able to offer gas at rates averaging 5-10 cents below its competitors. To learn more, please contact ARCO at [www.arco.com](http://www.arco.com) or 1-800-322-2726.

**Where can I find an ARCO Gas Station?**

If you have access to the web you can find ARCO gas stations by logging onto their website at [www.arco.com](http://www.arco.com) or you can reach an ARCO service associate at 1-800-322-2726. You may find a station near you by looking in your local phone book. If you don't have access to the internet or a phone book, you can also call Hopelink and request a list.

**What do I do if I feel the mileage is being calculated wrong?**

You can also contact Hopelink to express your concern to the Coordinator. They will enter a concern and it will be investigated for you. In most cases, Hopelink will be able to respond within 14 business days.

**What if my gas cards have been stolen or damaged?**

Hopelink is unable to replace gas cards once they have been sent. Please protect gas cards and treat them as you would cash. It is your responsibility to insure that your gas cards are being mailed to and kept in a safe location. Hopelink will not be responsible for replacing lost, stolen, or destroyed cards. See the back of the card for more information about terms and conditions for use.

**What if my gas card does not work at the pump?**

If your gas card does not work, you can ask the representative at the station to assist you. You may also contact ARCO at the 800 number on the back of your gas card or call 1-800-322-2726 to reach an ARCO service associate.

**What are common reasons that requests for gas cards are denied?**

Hopelink needs to be sure that either you or the person driving you has a valid driver's license, car insurance and car registration. If Hopelink does not have this information on file, your gas card request will be denied. Also, if we are unable to verify medical information or find that we were given incomplete, incorrect, or misleading information about an appointment; your request may be denied.

**What if I have a complaint or concern?**

Although we work very hard to try to provide the best service possible, we encourage you to contact Hopelink if you feel that there are areas we need to look at that would improve your experience. We appreciate receiving client feedback about the gas card program and have made it easy for you to tell us how well the program is serving you.

If you decide that you want to tell us about a complaint or concern, please call and an ESS team member will be assigned to you. The ESS team member will work with you to address your concern. Following the call, our ombudsman unit will then review your statements and investigate any matters that the other team member could not resolve during your call. In those cases you will hear back from Hopelink within 7-14 business days.

Hopelink will also listen to your concerns about Arco as part of our efforts to measure the success of the gas cards program. But you may also wish to contact the company directly at [www.arco.com](http://www.arco.com) or 1-800-322-2726.

**What if I don't agree with a decision about my request for gas cards?**

If you do not agree with Hopelink's decision, you have the right to a fair hearing. You must ask for a hearing within 90 days of the date of the letter we have sent to you.

You may ask for a hearing by writing the Office of Administrative Hearings (OAH). The OAH is located at P.O. Box 42489, Olympia, Washington, 98504-2489. You may also speak to a responsible person at your Community Service Office (such as your case worker, a supervisor, or the fair hearings coordinator). You can find the closest Community Service Office (CSO) to you or get more information about the hearing process by calling the toll free number at (800) 558-4857 accessing the OAH web page online at <http://www.oah.wa.gov/>.