

# A Lodging Guide for Our Patients



Behnke Family House



Pete Gross House



**Fred Hutch  
Cancer Center**

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Fred Hutchinson Cancer Center is an independent organization that also serves as UW Medicine's cancer program.

# UW Medicine

**You and your family may be beginning an unexpected journey of treatment and recovery in an unfamiliar place. This can feel overwhelming, but the entire Fred Hutchinson Cancer Center team is here to support you and help with your lodging decisions.**

This guide describing temporary lodging was created to provide resources and reduce the stress that can come from seeking treatment away from home.

If you have questions specific to one of the properties, including availability or making a reservation, please contact the property directly.

Please do not hesitate to reach out to us at **(206) 606-7263** or **lodging@fredhutch.org** with any questions you may have about your options.



**Kimiko J.**  
Behnke Family House staff



**Sherry R.**  
Behnke Family House guest

# Behnke Family House

**Conveniently located near Fred Hutch, Behnke Family House was designed to bring the comforts of home to our patients who are temporarily relocating for treatment. Offering room combinations to fit many family sizes, each suite has a small fridge, microwave, sink, cable TV, phone for local calls and wireless internet access.**

The staff and guests at Behnke Family House form a community that understands the circumstances of living with cancer. They offer community-sponsored dinners, game nights and other special events. At Behnke Family House, you'll have the opportunity to connect with others or have the privacy you need. An important feature is our vigilant attention to infection prevention practices and measures.

**As a guest at Behnke Family House, you will have access to the following:**

- Dining room and community kitchen with multiple full-size stations
- Complimentary laundry room
- Media room and children's playroom
- Exercise room
- Meditation room and tranquil rooftop garden
- Resource center and library
- Free shuttle service to and from Fred Hutch clinic every 20 minutes, M–F, 7 a.m. to 7 p.m., including twice daily to a grocery store.
- Shine, a retail shop on the first floor with oncology products, services and guidance
- Complimentary parking (limited availability)



# Behnke Family House Rates



Rates at Behnke Family House are competitive with local hotels and exempt from the Washington state hotel tax.

To confirm current rates, make reservations or ask questions, please call the house at **(206) 204-3700** or email **info@behnkefamilyhouse.com**. If your insurance offers a lodging benefit or accepts direct billing, we are happy to offer that service. Also see Medicaid (p. 12).

## Patient Suite

Daily rate (1–29 nights):  
\$82/night

Monthly rate (30+ nights):  
\$74/night

- Queen-size bed

## Patient & Caregiver Suite

Daily rate: \$103/night

Monthly rate: \$93/night

- Queen-size bed
- Twin-size bed in separate caregiver area

## Patient & Family Suite

Daily rate: \$137/night

Monthly rate:  
\$123/night

- Queen-size bed
- Twin-size bed in separate caregiver area
- Queen-size sleeper sofa

# Pete Gross House

Located less than half a mile from Fred Hutch, Pete Gross House offers fully furnished private apartments for Fred Hutch patients who need temporary extended-stay lodging during treatment. We consider the special needs of oncology patients, making these units ideal for patients who would like a more isolated environment.

Each apartment is equipped with:

- Washer/dryer
- Full kitchen
- Furniture and furnishings
- Cable TV and DVD player
- Phone for local calls
- Wireless internet access

## Other conveniences include:

- Complimentary wheelchair-accessible shuttle service to the Fred Hutch clinic and nearby grocery store, Monday to Friday, 7 a.m. to 7 p.m., every 20 minutes
- Underground guest parking (limited availability; \$110/month)



# Pete Gross House Rates

Pete Gross House is exempt from the Washington state hotel tax and is able to offer a savings of over 15% compared to standard hotel rates.

To confirm current fees and eligibility requirements or inquire about a stay, please call **(206) 262-1000** or email **Pete\_gross\_house@cushwake.com**. If your insurance offers a lodging benefit or accepts direct billing, we are happy to offer that service. Also see Medicaid (p. 12).



## Studio

Monthly fee (30+ nights):  
\$1,510–\$1,646

- Twin trundle bed

## One bedroom

Monthly fee (30+ nights):  
\$2,015–\$2,115

- Queen-size bed or twin trundle bed
- Queen-size sleeper sofa

## Two bedroom

Monthly fee (30+ nights):  
\$2,686–\$3,024

- Queen-size bed
- Twin trundle bed
- Queen-size sleeper sofa
- Two bathrooms



# Facility Tours

We surround our patients with a remarkable team of dedicated professionals who care about our patients and their loved ones and who all share the same goal of offering the best possible outcome for better, longer, richer lives. To give you an up-close example of this mission at work, we offer facility tours of Fred Hutch lodging and UW Medical Center. Please use the information below to schedule a tour.

## Fred Hutch Lodging Tour

Volunteer Services can assist with scheduling tours of Behnke Family House and Pete Gross House — please let us know at least three business days in advance.

Contact **(206) 606-1073** or **[clinicvolunteer@fredhutch.org](mailto:clinicvolunteer@fredhutch.org)**.

## Fred Hutch Hospital at UW Medical Center - Montlake

Fred Hutch Hospital at UW Medical Center - Montlake tours take place Monday through Friday at 2:45 p.m. and are approximately 20 to 30 minutes.

Call **(206) 606-1073** to schedule a tour.



# Transportation

There are many options to help patients and their families get to Seattle and navigate the city.

## Shuttle Service

Fred Hutch has a free shuttle service that runs between our main locations (Fred Hutch, UW Medical Center, Pete Gross House, and Behnke Family House) from 7 a.m. to 7 p.m. on weekdays, excluding holidays. Schedules with specific pick-up times can be found at all locations and at [FredHutch.org/shuttle-schedules](https://www.fredhutch.org/shuttle-schedules).

## Airport Pick-up

To request a ride to or from Seattle-Tacoma International Airport (SEA), please contact Volunteer Services at least three business days prior to your travel date with complete flight information.

Volunteer Services: **(206) 606-1073** or [clinicvolunteer@fredhutch.org](mailto:clinicvolunteer@fredhutch.org).

## Disabled Parking Permits

Fred Hutch offers disabled parking permit applications based on medical need. These permits allow patients to park in disabled parking spots and at city meters for free (private parking garages still require payment). Applications can be found through the Fred Hutch Social Work office or the Washington State Department of Licensing.

## Airport Ground Transportation

Seattle-Tacoma International Airport (SEA) is about a 30-minute drive to Fred Hutch and can be reached via LINK rail, car, Shuttle Express, taxi or bus.

More information can be found at [portseattle.org](https://portseattle.org).



## Donated Air Transportation

The National Patient Travel Center exists to help patients find access to appropriate charitable medical air transportation resources in the United States.

Contact: **(800) 296-1217** or **patienttravel.org**.

## Road to Recovery Service Program

An American Cancer Society service program that provides transportation for cancer patients to their treatments and home again. Transportation is provided according to the needs and available resources in the community.

Contact ACS directly at **(800) 227-2345**.

## Public Transportation

Seattle offers a variety of public transit options including buses, light rail, streetcars and ferries.

## Other Resources

Gas vouchers and free or discounted transportation options may be available. Please consult with your social worker for assistance.



# Paying for Lodging Expenses

**Fred Hutch can help you navigate the best solution for your family. Please don't hesitate to get in touch with any questions; we work in partnership with patients every day.**

Fred Hutch Social Work:  
**(206) 606-1076** or **socialw@fredhutch.org**

Fred Hutch Patient Navigation: **(206) 606-1076**

Fred Hutch lodging team:  
**(206) 606-7263** or **lodging@fredhutch.org**

Fred Hutch Patient Financial Services: **(206) 606-1113**

## Insurance Coverage

Some insurance plans offer lodging and travel benefits. Contact your insurance company to see if your plan offers these benefits and what the limitations might be (e.g., mileage, dollar amounts, reimbursement process). Some insurance companies require a letter of medical necessity before approving benefits; the Fred Hutch lodging team can help facilitate this.

Fred Hutch lodging team: **(206) 606-7263** or **lodging@fredhutch.org**

## American Cancer Society Lodging Program

The American Cancer Society (ACS) works with hotels in the downtown Seattle area that want to donate rooms to cancer patients. However, space is limited and is rarely available for more than five nights consecutively. These rooms are set aside specifically for patients and are not an option for caregivers alone. For more information about the program, contact **ACS** directly at **(800) 227-2345**

## Financial Assistance

Limited financial assistance for temporary lodging and travel may be available for Fred Hutch patients who qualify. Contact your social worker or patient navigator for assistance with community resources.

## Fundraising

Many families find fundraising in their communities and social groups to be an uplifting and effective way to build support networks and help address financial needs. There are programs designed to help patients organize, launch, and sustain grassroots fundraising campaigns with flyers, T-shirts and web campaigns. Donors are often able to receive tax deductions for their donations.

## Medicaid

For most Medicaid recipients who meet eligibility requirements, lodging and travel benefits are generally offered. Please be aware that patients are responsible for paying deposits, parking fees and phone charges. If you think there may be a change in your Medicaid status or eligibility, call your Medicaid broker as soon as possible to avoid any unexpected denials in coverage. While Medicaid patients may indicate their preference for lodging facilities, the Medicaid broker has the final decision about where to lodge patients.

To better understand the pre-approval process, the term “medically necessary,” and the details to arrange for payment, contact the Fred Hutch lodging team at **(206) 606-7263** or **lodging@fredhutch.org**.



## Washington Medicaid

Washington State Medicaid provides medically necessary lodging and transportation for patients who qualify and have a referral from their home physician. To facilitate this process, Washington State Medicaid uses “brokers” (see page 15) to authorize these requests for Medicaid patients.

### What you need to do:

1. Contact the Fred Hutch lodging team at **(206) 606-7263** as soon as you know your appointment date. We'll submit a request in writing for lodging to your broker describing the lodging options and the medical necessity.
2. Call the broker for your county to be sure that all of the lodging criteria are met. If the criteria are not met, there is a possibility that your lodging or transportation benefits could be denied.
3. Speak to your broker about transportation arrangements.
4. Once your broker has approved your lodging and transportation, they'll make reservations and contact you directly with the details.
5. If you don't hear from your broker at least one day before your appointment, contact them and/or the Fred Hutch lodging team.
6. Schedule an appointment with the Fred Hutch lodging team **within the week** you arrive so we can review your benefits and requirements for ongoing support. Call the Fred Hutch lodging team at **(206) 606-7263** or email **lodging@fredhutch.org**.



## Alaska Medicaid

Alaska State Medicaid also provides medically necessary lodging and transportation for patients who qualify and have a referral from a physician.

### What you need to do:

1. Your referring physician's office must contact Alaska Medicaid to authorize benefits for out-of-state travel and lodging.
2. After you're pre-authorized, your referring Alaska physician's office will make reservations for your lodging at a contracted facility. The Hotel Nexus, **(206) 365-0700**, is contracted as an Alaska Medicaid provider for lodging and meals.
3. The State Travel Office will make your flight arrangements. You can contact them at **(800) 514-7123**.
4. Written vouchers will be given for taxis and for lodging. They are required by your taxi driver or hotel or meal provider as payment.

5. The Fred Hutch lodging team will request extensions once you are here if they are medically necessary. We have the necessary forms to complete for your lodging and transportation providers.
6. Schedule an appointment with the Fred Hutch lodging team **within the week** you arrive so we can review your benefits and requirements for ongoing support. Call the Fred Hutch lodging team at **(206) 606-7263** or email **lodging@fredhutch.org**.

## Other Out-of-State Medicaid

Fred Hutch welcomes out-of-state patients. If you're not from Washington state or Alaska, make your request through your local Medicaid office for prior approval of transportation and lodging expenses. Please be aware that many out-of-state Medicaid programs may not pay for transportation and lodging, or they may only pay a portion of lodging costs.

Please request detailed information about your benefits from your Medicaid office and instructions on how it is administered (i.e., pay up front and be reimbursed or direct billing).

# Washington State Medicaid Brokers

Broker (counties covered)	Phone & TDD#
<b>Community in Motion</b> Clark, Cowlitz, Klickitat, Skamania and Wahkiakum counties	(800) 752-9422 or (360) 694-9997 (option 2) Fax: (360) 694-1446 <b>communityinmotion.org</b>
<b>HOPELINK</b> King and Snohomish counties	(800) 923-7433 (King) or (855) 766-7433 (Snohomish) TDD: (800) 246-1646, Fax: (425) 644-9447 <b>hopelink.org</b>
<b>NW Regional Council</b> Island, San Juan, Skagit and Whatcom counties	(360) 738-4554 TDD: (800) 585-6749 <b>nwrcwa.org</b>
<b>Paratransit</b> Pierce, Clallam, Jefferson, Kitsap, Pacific, Thurston, Lewis, Grays Harbor and Mason counties	(360) 694-9997 or (800) 846-5438 Fax: (360) 377-1528, TDD: (800) 934-5438 <b>paratransit.net</b>
<b>People for People</b> Kittitas, Yakima, Benton, Franklin, Walla Walla, Columbia, Chelan, Douglas and Okanogan counties	(800) 233-1624 or (509) 248-6793 TDD: (800) 606-1302 or (509) 453-1302 Fax: (509) 574-5085 <b>myppf.org</b>
<b>Special Mobility Services</b> Ferry, Pend Oreille, Stevens, Grant, Lincoln, Adams, Spokane, Asotin, Garfield and Whitman counties	(800) 892-4817 or (509) 534-9760 TDD: (800) 821-7167 or (509) 534-8566 Fax: (509) 534-6980 or (888) 829-9915 <b>sms1.org</b>