

Somerset County Health Department
Medical Assistance Transportation Program

GUIDELINES FOR CONSUMERS

**Somerset County Health Department
Medical Assistance Transportation
Guidelines for Clients**

CALL: 443-523-1722 8:00 a.m. to 4:00 p.m. Monday through Friday (Closed Holidays)

- You must be an eligible Medical Assistance recipient, living in Somerset County, with **no means of transportation**. You must be going to a **Medicaid covered, medically necessary** service. Emergency transportation is not covered.
- You are requested to call for transportation within two (2) full business days prior to your scheduled appointment for local and two (2) business days in advance for long distance trips. **It is best if you call for transportation as soon as you receive your appointment from your doctor**. Appointments are to be scheduled no later than 3:00 p.m. (2:00 for Wicomico & Worcester County appointments). Office hours are Monday through Friday, 8:00 a.m. to 4:00 p.m., except for holidays.
- MA Transportation will provide **same day** services for sick children if the schedule can accommodate the request. We do not provide **same day** services for adults. Less than 24 hour requests may be arranged if transportation is available.
- Call 443-523-1722 **after 3:00 p.m., the business day before** your appointment to verify your pick up time.
- You are to be ready at least one half hour **before** your scheduled pick up time. The driver will wait only five **(5) minutes** after arriving, so you are expected to be ready and watching for the vehicle. The service for all clients is **curb to curb**.
- You must be prepared to **wait patiently approximately 15 minutes or more** before you will be picked up from the medical facility. Do not leave the building, as drivers cannot search for passengers.
- If you are unable to keep your appointment, notify the office **as soon as possible**. **The phone voicemail is on 24 hours a day, please leave a message. We will answer all messages as soon as possible. Voicemail is checked first thing in the morning, frequently throughout the day and right before we leave for the day.** Clients canceling at the door will be considered a “no show” which could result in suspension of transportation services.
- **If it is after hours** and you are canceling your long distance transport, please call **443-523-1722**, and leave a message.
- Prior permission must be obtained from the coordinator along with a medical necessity letter from your physician if you want to have an additional person with you: state guidelines require that all attendants must be medically necessary.
- You will be requested to provide your own car seat(s) for children that are required to use them; additional children without appointments are not able to accompany you. As the parent, you are expected to maintain control of our children and not cause disruption to the driver or other passengers.
- Minors (anyone under 18 years of age) may **not** be transported without a parent or guardian accompanying them unless they are emancipated, check with office staff before transporting.

Comments or concerns, please call 443-523-1703.