

TO SCHEDULE SERVICE

Call the Somerset County Health Department at 443-523-1722 to schedule transportation. You must call between 3 p.m. and 4 p.m. on the day before your scheduled appointment to confirm your pick up time (Call Friday for Monday service).

All recipients will be screened for eligibility. Please have the following information available:

- Full name and MA recipient number
- Date and time of appointment
- Pick –up address (where you need to be picked up)
- Destination address (where you need to go)
- Medical facility & doctor’s name
- Time of return trip
- Whether wheelchair service is needed
- Whether an attendant will be traveling with you

All tri-county service must be requested by 12 noon 2 business days before your scheduled appointment. (Example: Call before 12 noon on Thursday for Monday service).

Out-of-tri-county and long distance service, requests must be made by 12 noon 2 business days before your scheduled appointment. The appointment must be for a Medicaid covered service that is not available locally. Please contact your Managed Care Organization (MCO) for to help locate an in-tri-county provider.

All service is wheelchair accessible. When you call for your ride, please let the Customer Service Representative know if you need wheelchair service.

** Residents with a registered vehicle may not be eligible for service. Please call the Transportation Coordinator for determination, 443-523-1703.

AVOID THE “NO SHOW”

A “no show” occurs when a recipient either is not at the arranged pickup point at the appointed time or refuses the ride and has not cancelled the trip in advance.

In order for the Medical Assistance Transportation Program to provide reliable transportation to recipients, it is very important that you be at the pick-up point at the scheduled time. **If you know you cannot keep an appointment, you must call 443-523-1722, Option # 1 and cancel your ride no later than 2 hours before the scheduled ride.**

If a recipient is a ‘no show’ at the time of pickup, the return trip is automatically cancelled.

Continuous “no shows” will require recipient to confirm each future trip the day before service is scheduled. If not confirmed, the scheduled ride will be cancelled. Circumstances beyond the recipient’s control will be taken into account.

****In addition to general transportation, non-emergency ambulance service is available for those recipients who are required to be transported in a supine position.**

Somerset County Health Department
8928 Sign Post Road
Westover, MD 21871
443-523-1722

Somerset County Health Department appreciates comments from their customers. For your convenience, Commentary Forms are available from the Drivers or stop by the Health Department.



MEDICAL ASSISTANCE TRANSPORTATION



A Guide to Medical Access In Somerset County, Maryland

*Transportation provided by the
Somerset County Health Department*

Administered by:

**Somerset County Health Department
443-523-1722
8:00 a.m.-4:30 p.m.**

Funded by:
State of Maryland
Maryland Dept. of Health & Mental Hygiene

How Do You Know If You Qualify?

In accordance with federal and state regulations, the Medicaid Transportation Program is designed to provide transportation to and from covered medically necessary services.

1. Covered medical services are most services that are medically necessary and are covered by your Medical Assistance card. (Transportation to routine dental appointments is not covered unless customer is pregnant or under 21 years of age).
2. Your medical assistance card number must be active at the time the transportation is offered.
3. Recipients enrolled in the Maryland Children's Health Program are qualified.
4. Individuals enrolled in the Rare and Expensive Case Management Program (REM) are qualified.
5. Recipients whose eligibility is limited to Medicare coinsurance (QMB), or payment of Medicare premiums (SLMB), are not eligible for the Medicaid Transportation Program.
6. Recipients with "Pharmacy", "Family Planning Only", "Dual, Pharmacy and Family Planning" or "Dual, Pharmacy and Medicare Primary Payer" cards are not eligible for the Medicaid Transportation Program.
7. Emergency transportation services are not eligible and are not covered under this program. If you have an emergency, call 911.

**** Residents with a registered vehicle may not be eligible for service. Please call the Transportation Coordinator for determination, 443-523-1703.**

YOU ARE EXPECTED TO USE PUBLIC TRANSPORTATION - FIXED ROUTES IN SOMERSET, WICOMICO, & WORCESTER COUNTIES

Curb-to-curb Medicaid transportation service is a last resort; therefore, all other sources or means of transportation must be identified before Medicaid Transportation can be utilized.


Other means of transportation that must be considered may include, but not be limited to: relatives, friends, volunteers from a public or private agency, walking, AND public transportation.


Shore Transit provides (fixed route) public transportation in the tri-county area, which includes Wicomico, Somerset, and Worcester Counties. Many routes with designated times and designated stops are offered for your convenience. The standard fare is \$3.00. Elderly/disabled customers with a photo ID are offered a discounted fare and children under 42" tall are free. Wheelchair-accessible vehicles are available on all routes.

Advantages of using Shore Transit's Fixed Route System:

- No prolonged waiting - the customer knows exactly what time the vehicle will arrive and depart
- No pre-screening – everybody is eligible
- No scheduling - just be at the bus stop

Medicaid recipients are expected to use the public transportation system if one of the following applies:

 You live a close distance (3/4 mile) from a fixed route bus stop and are traveling to and from a medical service that is a close distance from a fixed route bus stop.

 You do not have a disability or other circumstances that prevents you from accessing the public transportation system.

For bus schedules or more information regarding public fixed route transportation, call 443-260-2300.

MEDICAL TRANSPORTATION IS AVAILABLE IF PUBLIC TRANSIT CANNOT BE USED

A vehicle can come to your residence to pick you up and take you directly to your appointment **if** it is determined by the MA Transportation Coordinator that you cannot access the public transportation system due to medical conditions OR other special circumstances.

Call 443-523-1703 for determination.

SERVICE AVAILABILITY

Within Somerset and Wicomico County, service is available Monday through Friday from 8:00 am until 3:00 pm.

Service is available to Worcester County locations Tuesday and Thursday; appointments must be scheduled between 8:00 am and 2:00 pm.

Out-of-Tri-County area trips are available Tuesday and Thursday (Cambridge/Easton), appointments must be scheduled between 8:00 am and 1:00 pm.

Long distance trips are available Tuesday and Thursday (Baltimore/Annapolis/Wilmington), appointments must be scheduled between 8:00 am and 1:00 pm.

All requests for medical transportation must be scheduled 2 business days in advance by 12 noon.

Service is based upon appointment times. Arrival may be one+ (1) hour prior to your appointment and pickup may be one+ (1) hour after your appointment based upon demand and location.

Service is not offered on State holidays or during severe weather conditions. Please call for listing of holidays or for service availability during severe weather conditions.