

## TO SCHEDULE SERVICE

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All in-county service must be requested by 12 noon the day before the ride is needed. (Call before 12 noon on Friday for Monday service).

For out-of-tri-county and long distance trips, requests shall be made two (2) days before the ride is needed. These trips are provided only to a qualifying specialty not available within the tri-county. Please contact your Managed Care Organization (MCO) for assistance with transportation to distant providers, or if medically appropriate, to locate an in-county provider.

Call Shore Transit at **443-260-2300** to schedule your ride.

## WHAT ELSE SHOULD I KNOW?

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All service is wheelchair accessible. When you call for your ride, you must let the customer service representative know if you need wheelchair service and type of wheelchair you are using (oversized, motorized, etc.).

All recipients will be screened for eligibility. When you call in to schedule your ride, please have the following information:

- ✓ 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\*
- Note: If an attendant is required, the attendant need not be a Medicaid recipient.

## AVOID THE “NO SHOW”

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

In order for the Medical Assistance Transportation Program to provide reliable transportation to you and other recipients, it is very important that you be at the pick-up point at the scheduled pick up time. **If you know you cannot keep an appointment, you must call 443-260-2300, Option #3, and cancel your ride no later than two (2) hours before the scheduled ride.**

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.

## OTHER SERVICES

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



108 East Main Street  
Salisbury, Maryland 21801  
Phone (410) 548-5142  
Fax (410) 219-2885  
[www.wicomicohealth.org](http://www.wicomicohealth.org)



## MEDICAL ASSISTANCE TRANSPORTATION

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## *A Guide to Medical Access In Wicomico County, Maryland*

Administered by:  
Wicomico County Health Department

Funded by:  
State of Maryland  
Maryland Department of Health and Mental Hygiene

## HOW DO YOU KNOW IF YOU QUALIFY?

Medicaid transportation is a scheduled, shared ride program. 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 are 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. All recipients enrolled in the Maryland Children's Health Program are qualified.
4. All individuals enrolled in the Rare and Expensive Case Management Program (REM) are qualified.
5. Recipients whose eligibility is limited to Medicare coinsurance (QMB), payment of Medicare premiums (SLMB), Primary Adult Care (PAC), or family planning benefits are not eligible for Medicaid Transportation services.
6. Emergency transportation services are not eligible and are not covered under this program. If you have an emergency, call 911.
7. Transportation arrangements can be made for urgent medical services (such as hospital discharges, etc)

Questions or Concerns?  
Call 410-548-5142

## YOU ARE EXPECTED TO USE PUBLIC TRANSPORTATION

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. If you cannot access the fixed route (public) transportation due to medical conditions or other special circumstances, please call the Medicaid Transportation Coordinator at **410-548-5142 for a determination.**



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, & 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 cost is **\$1.50** (*Exception: Express Routes: \$2.50*) **EACH TIME the bus is boarded** – elderly / disabled riders with a photo ID are charged 50¢ and children under 42" tall are free. Wheelchair-accessible vehicles are available on every route.

Advantages of using this system:

- No prolonged waiting - you know 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 transit, call 443-260-2300 (#2).*

## SERVICE AVAILABILITY

- Salisbury/Delmar/Fruitland parameters  
Monday through Friday  
7 a.m. (first run) to 5 p.m. (last run)  
Service operates on a 1-hour window. This means if you have an appointment at 9 a.m., you will need to schedule the 8 a.m. run. The vehicle will pick you up within that hour (from 8 a.m. to 9 a.m.)
  - Rural areas of Wicomico County  
(Pittsville, Hebron, Nanticoke, etc)  
Monday through Friday  
8:30 a.m. (first run) to 4:30 p.m. (last run)  
Service operated every two (2) hours. This means you should try to schedule your medical appointments on the even number hour at half past the hour. For example at 8:30 a.m., 10:30 a.m., etc.
  - Out of Wicomico County – within Somerset & Worcester Counties (Berlin, Pocomoke, Crisfield)  
Monday through Friday  
Service operates out of Wicomico County three (3) times per day – 7 a.m., 10 a.m., and 2:30 p.m., with arrival to tri-county locations one hour later. Return times back to Wicomico County are 9 a.m., 12 noon, & 4:30 p.m.
  - Out of Tri-County Area – less than 60 miles outside tri-county area (Cambridge, Easton, etc.)  
July 1 – Sept 15: Monday through Thursday  
All other dates: Monday through Friday  
Requests for long distance trips shall be made no later than 12 noon two (2) days before the scheduled appointment. Due to length of trips, recipients are requested to schedule appointments with medical personnel no later than 2 p.m.
- Note: Tri-County includes Wicomico, Somerset, and Worcester Counties
- Service is not offered most holidays or during severe weather conditions. Please call for listing of holidays or for service availability during severe weather conditions.
- \* Schedules are subject to change.**