

## AVOID THE “NO SHOW”

A "no show" occurs when:

- You are not at your arranged pick-up point.
- You refuse the ride when transportation arrives.
- You are not ready when transportation arrives.

***The driver cannot wait more than 5 minutes. They do not call, get out of the vehicle, and knock OR blow the horn.***

Regular “no shows” will require you to confirm every trip the day before. If you don't confirm, the ride will be cancelled.

If you get three “no shows” in a row, the rest of your scheduled rides will be canceled until you contact us at (410) 548-5142.

**If you know you can't keep an appointment, call us at least one hour before your ride to cancel.**

## AMBULANCE SERVICE

Non-emergency ambulance transportation is available for clients who are required to travel by stretcher. Call our office for more information or to schedule a service.

## USE PUBLIC TRANSPORTATION

You are expected to use public transportation if you live within 3/4 mile of a fixed route bus stop **and** do not have a disability or any other circumstance that prevents you from using public transportation.

Shore Transit provides fixed route public transportation in Wicomico, Somerset, and Worcester counties.

For bus schedules and more information, call Shore Transit at (443) 260-2300 or visit [www.shoretransit.org](http://www.shoretransit.org).

***Schedules subject to change.***

**Help is available in your language.  
These services are available for free.**

**If possible, provide us with:**

- Your Name
- Date of Birth &
- Telephone Number



108 East Main Street  
Salisbury, Maryland 21801  
[www.wicomicohealth.org](http://www.wicomicohealth.org)



**Public Health**  
Prevent. Promote. Protect.

Wicomico County  
Health Department

## A guide to **MEDICAL ASSISTANCE TRANSPORTATION**

In Wicomico County, Maryland



**(410) 548-5142 Main**  
**(410) 219-2885 Fax**



## SERVICE AVAILABILITY

Services are not offered on holidays or during severe weather.

\*Call for availability during inclement weather.

**\*\*NO OUT OF COUNTY RIDES ON FRIDAY\*\***

### **Wicomico County**

(Salisbury, Fruitland, Delmar MD)

**MONDAY THROUGH FRIDAY** Appointment time must be between **8 a.m. and 5 p.m.**

### **Rural Wicomico**

(Pittsville, Hebron, etc.)

**MONDAY THROUGH FRIDAY** Appointment time must be between **8 a.m. and 5 p.m.**

### **Somerset & Worcester**

(Berlin, Pocomoke, Crisfield)

**TUESDAY & THURSDAY ONLY** Appointment time must be between **8 a.m. and 5 p.m.**

### **East of Bay Bridge**

(Cambridge, Easton, etc.)

**TUESDAY & THURSDAY ONLY** Appointment time must be between **8 a.m. and 2 p.m.**

### **West of Bay Bridge**

(Baltimore, Annapolis, etc.)

**MONDAY THROUGH THURSDAY** Appointment time must be between **8 a.m. and 12 p.m.**

### **Delaware Area**

(Laurel, Wilmington)

**MONDAY, WEDNESDAY, FRIDAY** Appointment time must be between **8 a.m. and 1 p.m.**

**Medical Assistance  
Transportation is a  
scheduled, shared ride  
program. Medicaid is the  
payor of last resort.**

## WHO CAN RIDE?

- Wicomico County resident
- Active Maryland Medicaid / Medical Assistance (*QMB, SLMB, Family Planning Only and Medicare Only DO NOT qualify*)
- Medically necessary appointment more than 3/4 mile from a public bus stop
- The medical provider / facility must accept Maryland Medicaid as payment for services.
- Client cannot **OWN/CO-OWN** a vehicle.
- Have no other ride available.

**Emergency transportation  
services are NOT covered  
under this program.**

**If you have an  
emergency, call 911.**

## WHAT DO I NEED TO SCHEDULE A RIDE?

- Date, time, the name of the medical facility/doctor, the length of time needed for your appointment and if a medical attendant will be traveling with you.
- For out of county trips: doctor's name, specialty, and telephone number.

## WHEN SHOULD I CALL TO SCHEDULE?

*\*Schedules will vary during the holidays\**

- **Monday for Wednesday**
- **Tuesday for Thursday**
- **Wednesday for Friday**
- **Thursday for Monday**
- **Friday for Tuesday**

- Call Wicomico Medical Transportation at (410) 548-5142 **before 12PM two (2) business days in advance** to schedule.
- Rides with Eastern Transport: You MUST call (410) 749-8294 before 12PM the **business day before** your appointment to get your estimated pick-up time.
- Rides with Waters Car Service: You MUST call (443) 614-9829 before 1PM the **business day before** your appointment to get your estimated pick-up time.
- Rides with Sure Medical Transportation: You MUST call (410) 430-6894 before 1PM **the business day before** your appointment to get your estimated pick-up time.

The transportation vendor you have been assigned to is:

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