

## SERVICE AVAILABILITY

Service is not offered most holidays or during severe weather conditions. Call for service availability during inclement weather.

### **Wicomico County**

(Salisbury, Delmar, Fruitland)  
MONDAY THROUGH FRIDAY  
Appointment time must be between 8 a.m. and 5 p.m.

### **Wicomico County - Rural Areas**

(Pittsville, Hebron, Tyaskin, etc.)  
MONDAY THROUGH FRIDAY  
Appointment time must be between 8 a.m. and 5 p.m.

### **Somerset & Worcester Counties**

(Berlin, Pocomoke, Crisfield, etc.)  
TUESDAY & THURSDAY ONLY  
Appointment time must be between 8 a.m. and 5 p.m.

### **East of the Bay Bridge**

(Cambridge, Easton, Kent Island, etc.)  
TUESDAY & THURSDAY ONLY  
Appointment time must be between 8 a.m. and 2 p.m.

### **West of the Bay Bridge**

(Baltimore, Annapolis, Glen Burnie, etc.)  
MONDAY THROUGH THURSDAY  
Appointment time must be between 8 a.m. and 2 p.m.

## AVOID THE "NO SHOW"

A "no show" occurs when:

- You are not at your arranged pickup point;
- You refuse the ride when transportation arrives;
- You are not ready when transportation arrives. **The driver cannot wait for more than 5 minutes.**

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 service.



**Public Health**  
Prevent. Promote. Protect.  
Wicomico County  
Health Department

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**

**(410) 219-2885 Fax**



**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;
- Do not own a car;
- 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?**

- Full name and MA number;
- Date and time of appointment;
- Pick-up address;
- Name of medical facility/doctor where you need to go;
- For out of county trips: doctor's name, specialty and telephone number;
- Estimated time of return trip;
- Whether you will be using a wheelchair, walker, cane, or oxygen tank;
- Whether an attendant will be traveling with you.

### **TO SCHEDULE SERVICE:**

**Call (410) 548-5142 before 12 noon at least two business days before the ride is needed, or up to two weeks in advance.**

**You MUST Call City Cab at (410) 749-8294 between 1 pm and 4 pm the day before your ride to get your estimated pick up time.**

## **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.

### **Advantages of using Shore Transit:**

- No prolonged waiting—You know exactly what time the vehicle will arrive and depart.
- No pre-screening—Everyone is eligible.
- No scheduling— Just be at the bus stop.

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

***Schedules subject to change.***