

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.



108 East Main Street
Salisbury, Maryland 21801
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 a medical attendant will be traveling with you.

TO SCHEDULE SERVICE:

Call us at (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 Eastern Transport 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 and more information, call Shore Transit at (443) 260-2300 or visit www.shoretransit.org.

Schedules subject to change.