

## AVOID THE “NO SHOW”

A “no show” occurs when:

- You are not at your arranged pick-up location.
- 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 cancelled until you contact Medical Transportation at (410) 548-5142.

**If you know you can’t keep an appointment, call Medical Transportation 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 transportation services.

## USING PUBLIC TRANSPORTATION

You are expected to use public transportation if you live within ¾ miles of a fixed route bus stop AND do not have a disability or other circumstances that prevent 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).**

**Transit schedules are 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



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

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



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A guide to

## **MEDICAL ASSISTANCE TRANSPORTATION**

In Wicomico County, Maryland



**Monday – Friday 8:00am to 4:30pm**

**(667) 977-1050 Main**

**(410) 219-2885 Fax**



*Revised December 2024*

## SERVICE AVAILABILITY

Services are not offered on holidays or during severe weather.

Appointment Locations	Service Availability	Appointment Restrictions
Wicomico County (Salisbury, Fruitland & Delmar, MD)	Monday – Friday	Appointment time must be between 8am and 5pm.
Rural Wicomico (Pittsville, Hebron, etc.)	Monday – Friday	Appointment time must be between 8am and 5pm.
Somerset & Worcester (Berlin, Pocomoke, Crisfield)	Tuesday & Thursdays ONLY	Appointment time must be between 8am and 5pm.
East of Bay Bridge (Cambridge, Easton, etc.)	Tuesday & Thursdays ONLY	Appointment time must be between 8am and 12pm.
West of Bay Bridge (Baltimore, Annapolis, etc.)	Monday – Thursday	Appointment time must be between 8am and 12pm.
Delaware Area (Laurel, Wilmington)	Monday, Wednesday, Friday	Appointment time must be between 8am and 1pm.



Call for availability during inclement weather\*



**Emergency transportation services are not covered under this program. If you have an emergency, please call 911.**

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

## WHO CAN RIDE?

- Wicomico County Residents
- Active Maryland Medicaid/Medical Assistance (**QMB, SLMB, Family Planning Only & Medicare Only DO NOT qualify**)
- Medically necessary appointments more than ¾ 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 transportation available

## SCHEDULING A RIDE

Please provide:

- Date, time, the name of the medical facility/doctor, length of time needed for your appointments and if someone will be traveling with you (must be medically necessary).
- Out of county transports: We will also need the doctor's name, department, and phone number.

## WHEN SHOULD I CALL TO SCHEDULE?

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

\*Schedules may vary during the holidays\*

Call Wicomico County Medical Transportation at (677) 977-1050 before 12pm, two (2) business days in advance to schedule.

## GETTING ESTIMATED PICK-UP TIME

- Rides with Eastern Transport: You must call (410) 749-8294 before 12pm the business day before your appointment
- Rides with Waters Car Service: You must call (443) 614-9829 before 1pm the business day before your appointment
- Rides with Sure Medical Transportation: You must call (410) 430-6894 before 1pm the business day before your appointment

**YOUR ASSIGNED TRANSPORTATION VENDOR**

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