

MA TRANSPORTATION SERVICES

It is the mission of the Maryland Medicaid Program to improve the health and well being of low income Marylanders by assuring access to medically necessary health care services. Transportation is an essential component to assuring access to health care.

The Medical Assistance (M.A.) Non-Emergency Transportation Program is a scheduled, shared ride program which operates Monday through Friday 8:00AM - 4:30PM.

The program provides Talbot County Medicaid recipients trips to and from medical appointments. This also includes but is not limited to, dental and ophthalmologic visits (**under the age of 21 only**), as well as diagnostic testing and bloodwork.

At least 48 hours advance notice is required to secure local area transportation. For trips outside the local region, 72 hours advance notice will be required.

The MA Transportation program provides non-emergency transportation only. An initial

screening process is required for all first time requests and screening updates will be done when scheduling all future trips.

SCHEDULING APPOINTMENTS

The MA Transportation Program has specific guidelines to follow. Some things to know before scheduling trips are:

- The individual receiving medical care must be a recipient of **full Medicaid benefits**.
- The appointment must be covered by the Medicaid program.
- The MA Transportation service is a scheduled shared ride.
- All rides **MUST** be scheduled through the MA Transportation office.
- The recipient will call the vendor the day prior to their appointment to verify when they will be picked up.
- Request are granted to the closest provider that is medically capable and eligible to provide medical services.
- Minor children recipients **MUST** be accompanied by an adult and provide their own car seats or boosters. Children must wear seatbelts at all times.
- An attendant **MUST** accompany anyone who cannot travel independently.
- This is generally a curb to curb service.
- The recipient **MUST notify the MA Transportation staff in advance** of any special transportation needs, such as a wheelchair lift or other specialized

equipment.

ALTERNATIVE TRANSPORTATION IN THE AREA

Delmarva Community Transit - 410-822-4155 Provides deviated and fixed route transportation service for : Talbot, Caroline, Dorchester, Kent and Queen Anne's County.

Cost:

- \$1.00 - Fare one way with independence card & photo I.D.
- \$2.00 - Senior citizens (**60+ years**), persons with disabilities and all Medicare cardholders.
- \$3.00 - General public
- Free - Age 3 and under

VA HEALTH CARE - 410-228-6243 XT. 4167

Veterans only

Free transport - call for details

SHORE TRANSIT - Salisbury, MD
Delmarva Community Transit (DCT) Community Public Bus connects with Shore Transit for trips to Salisbury, MD.

COMPLAINTS

Complaints or transportation problems should

be directed to MA Transportation 410-819-5609 or 410-819-5648. You may be asked to send complaints in writing.



Talbot County Health

Department

Medical Assistance
(M.A) Non-Emergency
Transportation Program

Talbot County Health
Department
100 S. Hanson Street
Easton, Maryland 21601

Phone: 410-819-5600

Providing transportation to medically necessary scheduled medical appointments for Talbot County Medicaid recipients.

you have additional questions
please call us.

Talbot County Non-Emergency
Medical Transportation
410-819-5609/410-819-5648

*Must be Medical Assistance
eligible on date of service*

DHMH Non-Discrimination Statement

The Department of Health and Mental Hygiene(DHMH) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability in its health programs and activities.

English

Help is available in your language:
1-877-810-7184 (TTY: 1-800-735-2258).
These services are available for free.

Español/Spanish

Hay ayuda disponible en su idioma:
1-877-810-7184 (TTY: 1-800-735-2258).
Estos servicios están disponibles gratis.

中文/Chinese

用您的语言为您提供帮助：
1-877-810-7184 (TTY: 1-800-735-2258)。
这些服务都是免费的

Eligibility Determinations

To determine if someone is eligible for the Medical Assistance (M.A.) Transportation Program, they must answer "YES" to each of the following questions:

1. Has a current red and white Medicaid (M.A.) card? (Client's with QMB, SLMB, MPAP, Medicare only **DO NOT** qualify for this service)
2. Requires transportation to a medical appointment?
3. Has no other modes of transportation resources available?

Screening Procedure

1. The recipient must complete a Medicaid M.A. Transportation application from the Talbot County Health Department.
2. The M.A. Transportation program will verify that the recipient has a current Medical Assistance card.
3. The M.A. Transportation program will verify the scheduled appointment with the recipients Primary Care Provider.

To determine eligibility or if