

WE'RE HERE TO HELP.



MEDICAL ASSISTANCE TRANSPORTATION

Client Resource Guide



Public Health
Prevent. Promote. Protect.

MARYLAND REGULATIONS

This guide about Medical Assistance Transportation rules is not all inclusive, but an attempt to answer the most frequently asked questions. A complete list of rules may be found in Title 10 of the Code Of Maryland Regulations (COMAR). These rules are subject to change without notice.

FIND MORE INFORMATION

Garrett County Health Department

1025 Memorial Drive
Oakland, MD 21550
301-334-7777

GarrettHealth.org

Updated 2/10/2017



**GARRETT COUNTY
HEALTH DEPARTMENT**

WHO CAN RIDE?

All Active Medical Assistance customers who reside in Garrett County who are in need of ambulatory/wheelchair NON-emergency transportation AND meet the screening requirements of the program may schedule rides to use the transportation services.

The Medical Assistance Transportation service is to be used as a LAST RESORT service. The Medical Assistance Transportation program only transports eligible recipients to Medicaid approved services. In order to use the Medical Assistance Transportation Program beneficiaries must have NO other means of transportation.

QUESTIONS? Please contact the Medical Assistance Transportation office at 301-334-7727



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Maryland NEMT

HOW DO I SCHEDULE AN APPOINTMENT?

All clients will be subject to a screening process to determine eligibility for Medical Assistance Transportation.

To complete this screening all clients must call 301-334-7727 between 8:30 am and 5:00 pm Monday through Friday.

Once this screening is complete and eligibility is determined, clients should contact Garrett Transit Service (GTS) to schedule a ride for their appointment. GTS can be contacted Monday through Friday between 7:00 am and 4:30 pm at 301-533-9010.

Transportation arrangements for local appointments MUST be made prior to 2:00 pm the business day before the appointment.

Transportation arrangements for out of town appointments MUST be made AT LEAST 3 business days in advance.

If a ride must be cancelled please call GTS at least 20 minutes before your scheduled pick up time to cancel. Failure to do so will result in a no show and could jeopardize future rides.

MAY MY CHILDREN ACCOMPANY ME?

No. Transportation will only be provided to the eligible person for whom the appointment is made. However, if the appointment is for a child, his/her parent or legal guardian must accompany them.

WHAT SHOULD I EXPECT AND WHAT INFORMATION DO I NEED WHEN I CONTACT GTS?

Every time you call GTS to schedule your ride you MUST provide some very important information. The information needed includes, but is not limited to:

- Your name, address, phone number, MA Number and DOB.
- Your doctor's name, address, and phone number
- Date and Time of Appointment

If there are any **PROBLEMS** during your transportation experience, please contact the Grant Manager, Tammy Skiles, at 301-334-7703.