

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 11/3/2022



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 and to schedule any medical transportation, all clients must call the GCHD Transportation Office at **(301) 334-7726** between the hours of 8:00 am and 5:00 pm Monday through Friday. Transportation arrangements for local appointments **MUST** be made prior to 11:00 am the business day before the appointment. Transportation arrangements for out of town appointments **MUST** be made prior to 11 am **AT LEAST** 3 business days in advance.

If a ride must be cancelled, please call GCHD at 301-334-7726 **at least 1 hour before your scheduled pick up time to cancel.** Failure to do so will result in a no show and could jeopardize future rides.

Local rides after appointment will need to contact GCHD at **301-334-7726** to arrange the return pickup.

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 GCHD?

Every time you call to schedule your ride, you **MUST** provide 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
- Approximate Length of Appointment

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