

Weather Policy

1. Transportation during inclement weather may be limited and availability determined by the conditions.

PLEASE NOTE: In the event transportation is delayed or cancelled due to weather or scheduling demands, it is **your** responsibility to notify your health care provider.

Complaints

Please call
410-819-5609 OR 410-819-5600
If you have a transportation problem.
You may be asked to send complaints in writing.
DO NOT CALL US FOR 911 EMERGENCY TRANSPORTATION.

To Schedule your ride call:
TALBOT COUNTY HEALTH DEPARTMENT
M.A. TRANSPORTATION PROGRAM
410-819-5609 OR 410-819-5600

NOTE:

You will receive more information from DCT Staff on the day of your ride regarding scheduling of your ride back home. You may be asked to provide documentation of your appointment and of your future transportation needs.

To verify your pick up time, please call 410-822-4155 between 3 p.m. and 5 p.m. on the business day prior to your appointment.

Please do not call Saturday's, Sunday's or holidays.

Thank You!
**MEDICAL ASSISTANCE
(M.A.) NON-EMERGENCY**

TRANSPORTATION PROGRAM

CLIENT HANDBOOK



TALBOT COUNTY HEALTH DEPARTMENT
100 South Hanson Street, Easton, MD 21601

410-819-5609

Or

410-819-5600

Fax 410-819-5683

Talbot County Medical Assistance Non-Emergency Transportation Program

Talbot County Health Department contracts with Delmarva Community Transit (DCT) to schedule and transport eligible ambulatory and wheelchair Medical Assistance clients to their medical appointments. This program is **NOT** for emergency medical transportation services, nor does it provide transportation for services other than medical appointments. The medical service for which the transportation is provided must also be covered by the Maryland Medicaid Program.

Eligibility Determination

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

1. Do you have a current red and white Medicaid (M.A.) card? (Client's with QMB, SLMB, MPAP, Medicare only DO NOT qualify for this service)
2. Do you require transportation to a medical appointment?
3. Is this your only source of transportation?
4. Have you completed an M.A. Transportation Application from Talbot County Health Department?

Scheduling Transportation

The M.A. Transportation application should be completed and returned to Talbot County Health Department prior to your first ride.

- All In-County Rides Must Be Scheduled at Least 24 Hours Before Your Appointment.
- All Out-of-County Rides Must Be Scheduled at Least 72 Hours Before Your Appointment.
- Due to limitations of the program and program resources, we ask that you schedule your medical appointments no later than 2 p.m. for in county appointments and no later than 1 p.m. for out of county appointments.
- Contact the Talbot County M.A. Transportation Program staff for scheduling and questions regarding scheduling.

What You Should Know Before Scheduling Your Trip

- The Medicaid Program **must** cover the medical services for which you are requesting transportation.
- Transportation requests will only be granted to the closest provider that is medically capable and eligible to provide the necessary medical services.

- Transportation is limited to the recipient, a parent or guardian for the recipient who is a minor, and/or **one** attendant for clients who are unable to travel alone.
- An adult **must** accompany minor children. Each child transported must have a scheduled medical appointment that is covered by the M.A. Program.
- Parents of minor children are **required** to provide their own car seat or booster seat and are required to strap the seats in themselves.
- The M.A. Transportation service is a scheduled, shared ride program.
- The recipient **must** be ready to ride at least **15 minutes** prior to the scheduled time for pick up.
- Please wait **at least 15 minutes** after your scheduled pick up time.
- To verify your pick up time please **call 410-822-4155 between 3:00 p.m. and 5 p.m. on the business day prior to your appointment.** If there are 3 or more consecutive no shows then the client themselves must call DCT at 410-822-4155 the day prior to their scheduled transport to schedule the ride arrival time. This procedure will be done for each appointment for the next 30 days following the 3rd consecutive no show letter you receive.
- **If your appointment is canceled or if you need to cancel your appointment for any other reason it is your responsibility to call DCT ASAP or 1 hour before your scheduled pick up time at 410-822-4155 to cancel your ride for that day.**
- Requests to be transported alone or non-stop cannot be approved.
- Out of county trips may take longer than anticipated depending on location, scheduling, and traffic situations.
- **Between May 1 through September 30 due to traffic conditions there will be no trips made across the bridge on Fridays.**
- Recipients are reminded to take sufficient supplies, medication, and snacks with them in case they are away from home longer than anticipated.
- The service is generally considered "curb to curb", which means the rider must be able to get him/her self to and from a curbside pickup or drop off point without assistance from the driver.
- An attendant **must** accompany anyone who cannot self-propel, ambulate, or travel independently.
- If an attendant is necessary, or a lift, wheelchair van or other specialized equipment is required, the Talbot County M.A. Transportation staff must be notified in advance. Your medical provider may be contacted and asked to provide documentation of this need prior to scheduling your transport.
- The transportation staff, to include the dispatchers and drivers, cannot tolerate any form of threats or harassment, including the use of foul language.
- The transportation staff does not carry money, and they may not accept gratuities or tips of any kind.