

HOW TO SCHEDULE MEDICAID TRANSPORTATION

You may schedule transportation up to 10 days in advance of your appointment, but you **MUST** schedule your transportation **NO LATER THAN 3:00 pm** on the day before your appointment. *(Call before 3:00 pm on **Friday** if you have an appointment on Monday.)*

Scheduling lines are very busy during the day. We strongly advise recipients to call several days in advance and not to wait until the day before your appointment to call. If you call in the evening, your wait time "on hold" will be much shorter.

Call the Medicaid Transportation Program at Field Health Services at the Baltimore City Health Department, **(410) 396-6422**, to schedule your ride.

WHAT INFORMATION SHOULD YOU HAVE READY WHEN YOU CALL?

All recipients must be screened for eligibility. You must be prepared to tell the EMT Transportation Coordinator the medical reason for your doctor visit. Your medical information is confidential and is not released outside of our office.

When you call to schedule your ride, please have the following information ready:

- ✓ Your **full name** and **MA recipient number**.
- ✓ The **date** and **time** of your appointment.
- ✓ The **medical reason** you are visiting your doctor.
- ✓ **Your address** (where you are picked up).
- ✓ The **full address of your destination** (where you need to go).
- ✓ The **name of the medical facility**.
- ✓ The **name & telephone number of the doctor** you are going to see.
- ✓ **How long** your visit or procedure is expected to take.

Medical Assistance Transportation
211 East 25th Street
Baltimore, Maryland 21218
Visit: www.BaltimoreHealth.org

IMPORTANT TELEPHONE NUMBERS

ENROLLMENT and SCHEDULING
(410) 396-6422

**PROBLEM RESOLUTION
and
SCHEDULE CHANGES**
(410) 396-7007

TOLL FREE
1 (877) 300-7400

FAXES
(410) 545-3011

The Medical Assistance Transportation Office is open during the following days and hours:

Monday through Friday, 7:30 am to 10:45 pm
and
Saturday, 6:00 am to 8:45 pm



Olivia D. Farrow, Esq., R.S.
Interim Commissioner



Sheila Dixon
Mayor



TRANSPORTATION ASSISTANCE FOR MEDICAID RECIPIENTS



Funded by a grant from:



HOW DO YOU KNOW IF YOU QUALIFY FOR MEDICAID TRANSPORTATION?

Federal and state regulations set up the Medicaid Transportation Program to provide transportation to and from covered, medically necessary, services.

1. **Covered medical services** include *most* necessary services that are paid for by your Medicaid card. *A few things are not eligible* for transportation, like routine dental care for most adults. Your EMT Transportation Coordinator will help you to figure out whether your appointment is for a covered medical service.
2. Your medical assistance number must be active **on the day you call to schedule your transportation**.
3. Recipients enrolled in an MCO (for instance, Amerigroup, Priority Partners, Jai Medical Systems, Maryland Physicians Care, and all other MCO's) are **eligible**.
4. Recipients enrolled in the Maryland Children's Health Insurance Plan (*MCHIP*) are **eligible**.
5. Recipients enrolled in the Rare and Expensive Management program (*REM*) are **eligible**.
6. Recipients enrolled in the Primary Adult Care program (*PAC*) are **not eligible** for the Medicaid Transportation Program.
7. Qualified Medicare Beneficiaries (*QMB*'s) or Special Low-Income Medicare Beneficiaries (*SLIMB*'s) are **not eligible** for the Medicaid Transportation Program.
8. Recipients who have "Pharmacy", "Family Planning Only", "Dual Pharmacy and Family Planning" or "Dual Pharmacy and Medicare Primary Payer" cards are **not eligible** for the Medicaid Transportation Program.
9. Emergency transportation is **not available** under the Medicaid Transportation Program.
If you have a true emergency, dial 911.

MEDICAID TRANSPORTATION IS MEANT TO BE USED IF YOU HAVE NO OTHER KIND OF TRANSPORTATION

Medicaid Transportation is a shared ride service. It can be scheduled to come to your residence to pick you up and take you to your appointment if you have no other means of transportation and you are unable to access the public transportation system due to your medical condition OR because of other special circumstances. When you call, your EMT Transportation Coordinator will help you find out whether you qualify.

THE MARYLAND MEDICAID PROGRAM EXPECTS YOU WILL USE ANOTHER KIND OF TRANSPORTATION IF ONE IS AVAILABLE TO YOU

The Medicaid Transportation Program is to be used as a **last resort** if you have no other means to get to your medical appointments. Therefore, all other sources or means of transportation must be identified before the Medicaid Transportation Program can be utilized.

We must take other kinds of transportation into consideration such as, but not limited to: relatives, friends, volunteers from a public or private agency, walking, AND use of the public transportation system.

In some cases, we may be able to arrange a bus pass or bus tokens for you to use to get to your medical appointments. Your EMT Transportation Coordinator will help you find out whether you qualify for a bus pass or bus tokens. If available, this must be done **WELL IN ADVANCE**.

MEDICAID TRANSPORTATION SERVICE AREAS

Federal and state regulations allow transportation service **ONLY TO** the *closest appropriate provider*. In Baltimore City, this usually means to a doctor or clinic located in the Baltimore metropolitan area (within the Beltway). If you have an appointment with a more distant provider, your destination *might* qualify if there is no local provider of the same service. You should call well in advance so that your EMT Transportation Coordinator will have time to help you find out if your destination qualifies.

MEDICAID TRANSPORTATION HOURS & DAYS of SERVICE OPERATION

In general, transportation is provided for routine medical appointments Monday through Saturday between the hours of 8:00 am and 6:00 pm. Arrangements **can be made** if you have an earlier or later appointment, or for Sunday service. You should call well in advance so that your EMT Transportation Coordinator can help you if you need special arrangements.

Transportation operates on a 90-minute window. For example: if your appointment is at 9:00 am, you will need to be ready by 7:30 am. You should expect your transportation to arrive between 7:30 and 8:00. If your transportation has not arrived within 20 minutes of your ready time, you should call the Problem Resolution line (410-396-7007) to we can check the status of your ride. If your appointment is before or after our regular hours, the window may be shorter. Be sure to verify your "ready time" for both pick-up and return when you schedule your transportation.

Except for special situations, transportation is **NOT** available on most major holidays, or during severe weather conditions. Please call for information about transportation on holidays or about service availability during severe weather.