

**Medical Assistance Transportation**  
211 East 25<sup>th</sup> Street  
Baltimore, Maryland 21218

Visit: [www.BaltimoreHealth.org/Transportation](http://www.BaltimoreHealth.org/Transportation)

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**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**

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The Medical Assistance Transportation Office telephone lines are 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



Oxiris Barbot, M.D.  
Commissioner of Health



Stephanie Rawlings-Blake  
Mayor

**BALTIMORE CITY HEALTH  
DEPARTMENT**

**MEDICAL ASSISTANCE  
TRANSPORTATION**

**PARTICIPANT HANDBOOK**



Administered by:



Funded by a Grant From:



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

Medicaid Transportation is a *shared ride* service. You will probably be riding with other recipients. Transportation 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 consider other kinds of transportation, such as, but not limited to: relatives, friends, volunteers from a public or private agency, walking, AND your ability to use the public transportation systems.

In some cases, we may be able to provide a bus pass for you to get to your medical appointments. Your EMT Transportation Coordinator will help you find out whether you qualify for a bus pass.

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## What is Medicaid Transportation?

The purpose of the Medicaid Transportation Program is to provide “last resort” help for you to get to and from covered, medical services if you have no other way to get there. If you have another way to get to your appointment, you are expected to try to use that first.

**Covered medical services** include most (but not all) services that are paid for by your Medicaid card. Your EMT Transportation Coordinator can help you figure out whether your appointment is for a covered medical service.

We can arrange transportation for things like:

Recurring medical care – like dialysis, chemotherapy, radiation, physical therapy, psychiatric treatments and other medical care you need on a repeating schedule.

Routine medical care – like adult check-ups, pre- and post-natal care, well child care, and other medical and surgical appointments.

Federal and state regulations only allow us to take you 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.

## Is There Anyplace I *Can't* Go?

The Transportation Program is not allowed to take you to some types of services.

Some of the places we **cannot** take you include:

Educational services (like diabetes education or nutrition counseling), even if those services are related to an illness.

Occupational or job related services.

Disability or Social Security evaluations.

WIC or DSS appointments.

Recreational activities, even if your doctor told you it would be good for you.

If you aren't sure whether your appointment is a covered service, your EMT Transportation Coordinator will help you figure it out.

Some services, especially for MCO recipients, require a referral from your Primary Care Provider.

## Who Is Allowed To Travel With Me?

Only the person who has the medical appointment may ride in the vehicle, unless your doctor notifies us that you must have someone ride along with you because of your medical condition.

Small children who have medical appointments must be accompanied by a responsible adult, but brothers and sisters cannot “ride along” unless they have appointments in the same place on the same day.

## How Do I Qualify For This Service?

If you are a Maryland Medicaid recipient, and if you have a **red and white Medicaid card**, you may be eligible for free transportation service to and from your medical appointments.

To enroll in the transportation program, you must:

1. Call **(410) 396-6422**
2. Complete a brief Intake Survey over the telephone.
3. Have your doctor complete a Medical Assistance Provider's Authorization for Transportation form and mail it to us. Most doctors have this form. If your doctor does not have the form, we will be happy to fax him a form or mail him a form. Just ask.
4. Sign a "HIPAA form", and return it to us.

If you meet all the eligibility requirements, we will provide transportation services for up to three appointments while we are waiting to receive your forms.

Your doctor's Provider Authorization form is good for **one year** from when it is signed. After that one year, your provider must send another form.

## What Is A "HIPAA Form"? And Why Do I Have To Sign It?

The Federal government passed a law called the Health Insurance Portability and Accountability Act, or "HIPAA". One purpose of this law is to protect your privacy by keeping your medical records private.

Each time you ask for transportation assistance, we must ask questions about your health information. We are required to ask these questions so we can be sure we provide the kind of transportation services you need, and so we can verify that you are eligible for the services you are requesting.

The HIPAA form explains to you what happens to your health information after it comes to our office.

In general, we **do not** share your protected medical information with any of our transportation contractors. Rarely, we are required to share some of your information. For example, if you travel by stretcher, it might be necessary to share part of your information so we can be sure you get all of the resources you need for safe transport. We only share the minimum information to be sure you get the services you need.

Your health information has always been kept confidential in our office, but the HIPAA law requires that we specifically notify you of your privacy rights. One copy of the form is for you to keep. You must sign the other copy and mail it back to us so that we have a record that you have been notified of your rights.

## How Do I Schedule A Ride?

You can call to schedule transportation up to ten days in advance of your appointment. Our EMT Transportation Coordinators are on duty Monday through Saturday. (Our exact days and hours are listed on the back cover of this Handbook.)

To schedule a ride, call:

**(410) 396-6422**

You must call before 3:00 p.m. if you need a ride to your appointment the very next day.

You must call before 3:00 p.m. on the Friday before for an appointment on the next Monday.

Scheduling lines are **very busy** during the day. We will schedule your ride up to 10 days in advance of your appointment. We strongly advise you to call several days in advance and **do not wait** until the day before your appointment to call. If you call several days ahead and **call in the evening**, your time “on hold” will be much shorter.

## What If I Have A Problem Scheduling My Ride?

Ask to speak to a **Lead Coordinator**.

If the Lead Coordinator cannot help you, you can ask to have a Supervisor review your request. A Supervisor will review your situation and will call you back before the end of the day.

## What Information Will I Need When I Call To Schedule A Ride?

**Please have the following information ready for your EMT Transportation Coordinator when you call to schedule your ride:**

- ✓ Your Maryland Medical Assistance number. (Your “recipient number” from your card.)
- ✓ The date of your appointment and the time you have to be there.
- ✓ The medical reason you going to see your doctor and the kind of illness you have.
- ✓ The address where we will pick you up.
- ✓ The name and telephone number of the doctor you are going to see.
- ✓ The correct address of your destination, including the name of the building or entrance where we should drop you off.
- ✓ The time you expect to be ready to come back home.

**Remember:** Always write down your ride times and the name of the EMT Coordinator you talked to when you arrange your ride.

**IT IS VERY IMPORTANT that you call as soon as possible if you find out you will not need a ride you have scheduled or if looks like you will be late for a ride you have scheduled.**

## What Happens The Day Of My Ride?

When you schedule your ride, your EMT Transportation Coordinator will tell you when to be ready for pick-up and help you figure out when to be ready to come home. If you have any questions about your times, be sure to ask your EMT Transportation Coordinator.

This is a shared ride service. That means the driver may have to pick up or drop off other recipients before you get to your appointments or before you get home.

If you find out you will not need your ride, or if you will not be ready at your scheduled return time, it is your responsibility to call us as far in advance as possible.

Please remember the driver is only allowed to take you and the people listed on his manifest (if any), and the driver must go to the address listed on his manifest. If anything is not correct, the driver cannot change it. You must call us so we can resolve the problem.

Only the person who has the medical appointment can ride, unless your doctor notifies us that you must have someone ride along with you because of your medical condition.

We're sorry, but we cannot transport anyone who does not have a medical appointment. If you have children, please make arrangements for child care on days you (or only one of your children) have a medical appointment.

All small children who have medical appointments must be accompanied by a responsible adult. We can pick up you and your child from school to go to an appointment, but we cannot transport you alone from home or from school. You should accompany your child to school, or make other arrangements to meet your child on appointment days.

**REMEMBER**

**If your transportation  
has not arrived by  
20 minutes  
after any scheduled  
pick-up time . . .**

**Or, if you have any problem  
on the day of your ride . . .**

**please call:  
(410) 396-7007**

**so we can resolve  
the problem for you  
as soon as possible!**



## What Is A “No Show”?

A “No Show” happens when you schedule a ride to or from a medical appointment and then:

you do not use the transportation

AND

you do not cancel the ride,

no matter what the reason is (even if you miss a ride because you are still in your doctor’s office).

It is very important for you to call as far in advance as possible to cancel or postpone whenever you know you won’t be using transportation you have already scheduled.

## Why Is This So Important?

We have to pay for every ride that is scheduled, even if you do not go. If you notify us in advance, we can hold your ride. Otherwise:

If you miss your ride, we cannot send back for you.

On very rare occasions, and only under very unusual circumstances, your EMT Coordinator can ask a supervisor to make an exception for you. You must remember, even if a supervisor authorizes a reinstatement, you might have to wait as long as an hour or more for another ride.

## When Can I Cancel My Ride?

You can cancel any ride if you call any time up to one-half hour before your scheduled ride time.

## What Happens If I Have No Shows?

If you have two (2) No Shows without a valid reason during any 30-day time period, we will send you a letter. The letter will include a list of all the No Shows in the last 30 days plus all the information we have about the No Shows. You can call or write back if you think one of your No Shows shouldn’t count.

## What happens if I have more than 2 No Shows?

If you have three (3) No Shows without a valid reason during any 30-day period, we will send you a warning letter. The warning letter will remind you that if you have any more No Shows, your name will be placed on a “Confirmation List”.

## What happens if I have more than 3 No Shows?

Your name will be put on a “Confirmation List”.

If your appointment is before 8:00 a.m., you will have to call in on the night before to confirm that you will still need transportation the next day.

If your appointment is after 8:00 a.m., you will have to call more than one hour ahead of time on the day of your appointment to confirm that you will still need transportation that day.

**If you are on a Confirmation List and if you do not call in advance, your ride will be canceled and cannot be reinstated for that day.**

## What If I Have A Complaint About My Driver Or My Ride?

It is important to us that you receive prompt and courteous service.

Please call us at **(410) 396-7007** if you ever have a problem with your driver or a problem with your ride. Let us know about problems as soon as you can – while the problem is still going on, if at all possible.

The EMT Transportation Coordinator who takes your call will fill out a Complaint Form. Every complaint we receive is referred to our Compliance Officer for review, and the Compliance Officer will assign an investigator to look into repeated problems and very serious incidents.

Sometimes, one of our Complaint Investigators will call you or come to your home to obtain additional information. If you are uncomfortable about anyone who calls you on the telephone, you can ask for the person's ID number and then call him or her back at: **(410) 396-7007**

Every Complaint Investigator has a Baltimore City Health Department Employee Identification Card. If you are unsure about anyone who comes to your door, please ask to see his or her identification, or call our problem line at: **(410) 396-7007** and ask to speak to a Supervisor.

NEVER share your personal information with anyone who does not have proper identification and NEVER allow anyone who does not have proper identification come into your home.

## WEATHER EMERGENCIES

In the event of rain, ice, and/or snow, it is possible (even likely) that transportation may run behind schedule.

You can help us – and other riders – by contacting your doctor or clinic to verify that they are open and keeping appointments. If your doctor or clinic is closed during a weather emergency, or if you decide not to go that day, please let us know so soon as possible so that we can cancel your ride.

In the event of a really severe weather emergency, we may be forced to suspend transportation, except for patients who need life sustaining care (such as dialysis treatments or cancer treatments). You can call the problem line during weather emergencies for updates.

During severe emergencies, we work with dialysis centers to help decide which patients need to have the highest priority. If you are a dialysis patient, you should check with your dialysis center if you have a question.

## EMERGENCY STREET CLEARANCE

We work with the Baltimore City Department of Transportation to provide emergency street clearance for all dialysis clients who live in Baltimore. Your dialysis center helps us to keep a list of all dialysis clients. If you believe you should be on the emergency street clearance list, check with your dialysis center first.

If you are not a dialysis patient but think you should be on the emergency street clearance list for medical reasons, you may call **(410) 396-7007**. A Supervisor will call you back to review your circumstances with you.