

TO SCHEDULE SHORE TRANSIT SERVICE FOR MEDICAL TRANSPORT

All in-county service must be requested by 12:00 noon the day before the ride is needed. (Call before 12:00 noon on Friday for Monday service.)

For out-of-county service, requests should be made 2 days before the ride is needed. Out-of-county trips are provided only to a qualifying specialty not available within the county. Please contact your MCO (Managed Care Organization) for assistance with transportation to distant providers, or if medically appropriate, to locate an in-county provider.

Call SHORE TRANSIT at **443-260-2300** to schedule your ride.

WHAT ELSE SHOULD I KNOW?

All service is wheelchair accessible. When you call for your ride, you must let the customer service representative know if you need wheelchair service.

All recipients will be screened for eligibility. When you call in to schedule your ride, please have the following information:

- √ Full name and MA recipient number
- √ Date and time of appointment
- √ Pick-up address (where to pick you up)
- √ Destination (where you need to go)
- √ Medical facility / doctor's name
- √ Time of return trip
- √ Whether wheelchair service is needed
- √ Whether an attendant will travel with you

www.tlccs.org

SHORE TRANSIT (PUBLIC TRANSIT)

443-260-2300

MEDICAID TRANSPORTATION (CURB-TO-CURB)

410-548-5142

TLCCS CASE MANAGERS

Somerset County:
410-651-1000 ext. 1143

Wicomico County:
410-219-1100 ext. 1014

www.tlccs.org



MEDICAL TRANSPORTATION OVERVIEW

12137 Elm Street
Princess Anne, MD 21853
Dental 410-651-5151

12145 Elm Street
Princess Anne, MD 21853
Adult/ObGyn/Pediatric 410-651-1000
Mental Health 410-651-2204

1104 Healthway Drive
Salisbury, MD 21804
Adult/ObGyn/Pediatric/Mental Health
410-219-1100

305 Tenth Street, Suite 104
Pocomoke City, MD 21851
Adult/Pediatric 410-957-1852

www.tlccs.org

MEDICAID MEDICAL TRANSPORTATION PROGRAM

HOW DO YOU KNOW IF YOU QUALIFY?

In accordance with federal and state regulations, the Medicaid Transportation Program is designed to provide transportation to and from covered medically necessary services.

1. Covered medical services are most services that are medically necessary and are covered by your Medical Assistance card. (Transportation to routine dental appointments are not covered unless customer is pregnant or under 21 years of age.)
2. Your Medical Assistance card number must be active at the time the transportation is offered.
3. All recipients enrolled in the Maryland Children's Health Program are qualified.
4. All recipients enrolled in the Rare and Expensive Case Management Program (REM) are covered.
5. Qualified Medicare Beneficiaries (QMB) are not eligible for the Medicaid Transportation Program.
6. Recipients with "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.
7. Emergency transportation services are not eligible and are not covered under this Program. If you have an emergency, call 911.

www.tlccs.org

YOU ARE EXPECTED TO USE MEDICAID MEDICAL TRANSPORTATION

TLC curb-to-curb transportation service is a last resort; therefore, all other sources or means of transportation must be identified before TLCCS can be utilized.

Other means of transportation that must be considered may include, but are not limited to: relatives, friends, volunteers from a public or private agency, walking, AND public transportation.

Shore Transit provides (fixed route) public transportation in the tri-county area, which includes Wicomico, Somerset, and Worcester counties. Many routes with designated times and stops are offered for your convenience. The cost is \$1 EACH TIME the bus is boarded. Elderly or disabled riders with a photo ID are half the fare (50¢) and children under 42" tall are free. Wheelchair-accessible vehicles are available on every route.

Advantages of using this system:

- No prolonged waiting; you know exactly what time the vehicle will arrive & depart.
- No pre-screening – everybody is eligible.
- No scheduling – just be at the bus stop.

Medicaid recipients are expected to use the public transit system if the following apply:

- You live a close distance (3/4 mile) from a fixed route bus stop and are traveling to a medical service that is a close distance from a fixed route bus stop.
- You do not have a disability or other circumstances that prevents you from accessing the public transportation system.

For schedules or information, call 443-260-2300

MEDICAID CURB-TO-CURB TRANSPORTATION IS AVAILABLE UPON DETERMINING THAT PUBLIC TRANSIT CANNOT BE USED

A vehicle can be scheduled to come to your residence to pick you up and take you directly to your appointment if it is determined by the Medicaid Transportation Coordinator that you cannot access the public transit system due to medical conditions OR other special circumstances. Call 410-548-5142

Questions or Concerns?
Call 410-548-5142

MEDICAID TRANSPORT SERVICE AVAILABILITY

Within the Salisbury/Delmar/Fruitland service parameters, service is available Monday through Friday, 7 a.m. to 5 p.m. In these areas, service operates on a 1-hour window. This means if you have an appointment at 9 a.m., you will need to schedule the 8 a.m. run. The vehicle will pick you up within that hour (from 8 a.m. to 9 a.m.).

In the rural areas of the county, such as Pittsville, Hebron, Nanticoke, service is available Monday through Friday from 4:30 a.m. until 6:30 p.m. In these areas, service operates every 2 hours. This means you should try to schedule your medical appointments on the even number hour at half past the hour. For example: 6:30 a.m., 8:30 a.m., etc.

Service is not offered most holidays or during severe weather conditions. Please call for a listing of holidays or for service availability during severe weather.

Schedules are subject to change.