

Customer Responsibility

- ❖ Please be ready and on time for appointments.
- ❖ Smoking or e-cigarettes are not permitted in any Medical Assistance transport vehicle.



Maryland Regulations

A complete listing of rules regarding Medical Assistance Transportation may be found in Title 10 of the Code of Maryland Regulations (COMAR). These rules are subject to change without notice.



Public Health
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Frederick County Health Department

THE FREDERICK COUNTY HEALTH DEPARTMENT DOES NOT DISCRIMINATE AGAINST ANYONE BECAUSE OF AGE, RACE, GENDER, NATIONAL ORIGIN, RELIGION, DISABILITY, SEXUAL ORIENTATION, OR FINANCIAL STATUS. ALL SERVICES ARE CONFIDENTIAL.

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Frederick County Health Department



Medical Assistance Transportation Program Guide

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Frederick, MD 21702
Phone: (301)-600-3124
Fax: (301)-600-6823
TTY: (800)-735-2258

Frederick County Medical Assistance (MA) Shared Ride Transportation Program

Active Medical Assistance (MA) clients who live in Frederick County and do not have access to public or personal transportation may be eligible to use MA shared ride transport services for non-emergency transportation to and from medical appointments.

About MA Transportation Services

- ❖ Transportation arrangements are available to clients based on medical appointment needs.
- ❖ Vehicles are equipped for clients with limited mobility and are wheelchair accessible.

Eligibility

- ❖ Contact a staff member for eligibility screening Monday-Friday between 8:00 a.m. and 4:30 p.m.
- ❖ For last names beginning with A-K, call 301-600-3101. For last names beginning with L-Z, call 301-600-3364.
- ❖ Have your 11 digit Medical Assistance Number ready along with the name, address, and phone numbers of your doctors.
- ❖ New and ongoing clients are screened for eligibility every 90 days.

Appointment Scheduling Information

- ❖ Once approved for the program, call TransIT at (301) 600-1725 to schedule a ride between 8:00 a.m. and 4:00 p.m. Monday-Friday.
- ❖ Please provide: Your full name, MA number, the name, address and phone number of the provider/clinic, the date, time and approximate length of your medical appointment.
- ❖ Transportation arrangements can be made up to 10 business days in advance or a minimum of 48 hours in advance.
- ❖ You MUST give 24 hours' notice for appointment cancellations.

MA Transportation Services are not intended for emergency medical transportation. Please call 911 if you have a potentially life threatening emergency.

Important Information for Customers

- ❖ Transportation is provided only to eligible MA Clients. Children of clients will not receive transportation to accompany a parent/guardian.
- ❖ If appointment is for a child, one (1) parent/guardian may accompany them.
- ❖ Transportation is a shared ride service provided only for medical appointments covered by MA.
- ❖ Clients must use public or personal transportation whenever possible.
- ❖ Adults requiring an attendant to accompany them must tell staff member to submit written order to their doctor.