



Things we may ask

- Whether you or a member of your household owns a vehicle;
- Availability of vehicles owned by friends or relatives with whom you do not share a household;
- How you previously reached medical services or currently reach non-medical services, such as the grocery store;
- Whether you can walk to the medical services;
- Whether you are on the Shuttle Line or can walk to the Shuttle stop and if your medical service is also on the Shuttle Line;
- Whether you are mentally or physically disabled;
- Whether you are chronically ill or otherwise require medical services on a frequent and ongoing basis; and
- Whether you can reschedule an appointment to a time when transportation would be available.

Our Mission

Medical Assistance Transportation is designed to improve the health and well-being of low-income Marylanders by assuring access to medically necessary health care services. Transportation is an essential component to assuring access to health care.



The Carroll County Health Department complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability in its health programs and activities.

English

Help is available in your language: 1-800-966-3877 (TTY: 711). These translation services are available for free.

Español/Spanish

Hay ayuda disponible en su idioma: 1-800-966-3877 (TTY: 711). Estos servicios están disponibles gratis.



Public Health
Prevent. Promote. Protect.

Carroll County Health Dept.

290 S. Center Street
Westminster, MD 21157
Phone: 410-876-4813
Fax: 410-876-4957
CCHD.maryland.gov

Carroll County Health Dept.



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**Do you need a ride to the doctors
and have no transportation
available?**

If YES, you may be eligible for the:

**MEDICAL ASSISTANCE
TRANSPORTATION PROGRAM**

JULY 2017

You may be eligible for Medical Assistance Transportation if you:

- Are a Carroll County Resident
- Have full MA coverage
- Have no other transportation available

How do I schedule MA Transportation?

- Call 410-876-4813 between the hours of 8am-4:00pm
- Transportation must be scheduled 24 hours in advance of your appointment.
- Shuttle transports must be scheduled 5 business days in advance of your appointment.

What to expect when you call?

- You will have to leave a message on our voicemail. Please leave a detailed message.
- We will return your call within 24 business hours.
- The number you will see on your caller ID when we return your call will be 410-876-4813.

Who is not eligible for an MA ride?

- Qualified Medicare Beneficiary (QMB)
- Specified Low Income Medicare Benefits (SLMB)
- If you own or have access to a vehicle

Who will provide my transport?

- Butler, Ride with Us or Carroll Transit System
- Do you have a friend or family member who may be able to transport you to your appointment? If so, they may be eligible for gas reimbursement. They MUST register with our office prior to providing transports. Call 410-876-4813 for more details.

What information will I need to schedule MA transportation?

- Your full name, address & phone number
- Your medical assistance number
- Your social security number
- Your date of birth
- Date and time of your scheduled Appointment
- Name, address & phone number for your scheduled appointment
- Additional information may be required

When are transportation services provided?

- Monday – Friday 6am – 6pm
- Transportation may be provided on Saturdays for specific, approved services.

What if my request for MA transportation is denied?

- Contact the transportation supervisor for Carroll County at: 410-876-4813



What are my responsibilities as a recipient?

- Be ready and waiting for transportation 1 hr. prior to scheduled pick up time. *Please be aware your transportation is a shared ride system and your transport times may vary.*
- Provide documentation for out-of-area transports.
- Do not eat, drink, or smoke in vehicles
- Be respectful.

Please call 410-876-4813 for assistance from one of our knowledgeable staff.