



Charles County Medical Assistance Transportation Grant Program

NOTICE OF RIGHTS/RESPONSIBILITIES

Dear Recipient:

The following information regarding medical transportation is provided:

- Medical Assistance Transportation is a safety net program only for eligible recipients who have no other means of transportation available and is only provided to Medicaid covered, medically necessary services by the least expensive method suitable to the recipient's needs.
- Screening to determine if other transportation resources are available will be performed by Charles County staff initially, at the time of each contact and when recipients circumstance's change.
- Medical certification from a recipient's physician is required at least annually.
- Once enrolled, requests for trip assistance must be pre-scheduled. Trips may be booked up to a week in advance and must be requested 48-hours (2 business days) prior to the medical appointment or service. Same day transportation is not provided.
- Recipients must be waiting to be picked up at the designated time and place. If a recipient is not present at the designated time and place to be picked up, that trip may be counted as a "no show."
- **If you know that you cannot keep an appointment, or will not require a return transport, you must call your transportation vendor 1-800-577-1050 or the Health Department at 301-609-6923 and cancel the ride 2 hours before your scheduled time.**
- Failure to comply with these requirements may result in requiring you to confirm all future appointments in advance or other sanctions may be imposed.
- During periods of inclement weather, transportation services may be curtailed or cancelled. The safety of recipients and drivers is a priority. Recipients should call the County, or their transportation vendor (AAA), on the day of inclement weather to check the status of operations.
- Conduct which jeopardizes the safety of other passengers and/or the driver will not be tolerated and will result in the program taking actions to stop this behavior, which could result in police involvement.
- Recipients have the right to a written notice if a request for transportation is denied, and recipients have the right to have a local hearing to appeal the decision.
- A Fact Sheet providing additional information regarding Medical Assistance Transportation is enclosed.

The Charles County Department of Health does not discriminate on the basis of race, sex, age, color, national origin, ancestry, creed, religion or belief, marital status, sexual orientation, gender identity and expression, genetic testing, and mental and/or physical disability.

**CHARLES COUNTY DEPARTMENT OF HEALTH
MEDICAL ASSISTANCE TRANSPORTATION
301-609-6923**

GENERAL GUIDELINES FOR PATIENT USE OF MEDICAL ASSISTANCE

Transportation to a physician's office, hospital, or clinic is available for Charles County residents who have a valid (unexpired) Medical Assistance card and are unable to arrange their own transportation.

- 1. Transportation is available for:**
 - a. Charles County medical appointments – Monday through Friday 5am – 6pm
 - b. Hospitals/Clinics in Washington DC – Monday through Friday 5am – 6pm
 - c. Hospitals/Clinics in Baltimore – Monday through Friday 5am – 6pm
- 2. Transportation is for medical appointments only.** You will be asked the name, address, and phone number of the medical office, in addition to the time and date of the appointment. You may not use Medical Assistance Transportation for ANY non-medical appointments, or combine your medical appointment with ANY non-medical appointments or shopping trips. Medical Assistance Transportation CANNOT drive you to appointments at the Department of Social Services or WIC.
- 3. Only the patient can use Medical Assistance Transportation.** If the Patient is under 18 yrs old, one parent or guardian must accompany the child. If a car seat or booster is needed, the parent must bring this. **NO OTHER FAMILY MEMBERS CAN RIDE TO THE APPOINTMENT.**
- 4. Medical Assistance Transportation is only for NON-EMERGENCY medical appointments.** A TWO DAY – 48 business hours – advance request before the appointment is required.
- 5. Do not call Medical Assistance Transportation if you have other Transportation available.**

How to schedule transportation:

- A. Call the Charles County Health Department at 301-609-6923 Monday thru Friday between 8:00am and 4:30pm.
- B. Provide the following information: your medical Assistance number, Social Security number, your address and phone number, your appointment information and the name, phone number and address of your medical provider.

On the day of the appointment:

You must be ready and waiting for your van 60 minutes before your appointment time. Transports out of the county will require you to call AAA, after 3:30pm, the day prior to your appointment to get your scheduled pick up time. Watch for the driver. The driver will not wait for you or come to your door. Bring the All American Ambulance & Transport Services phone number 1-800-577-1050 with you to the appointment. Call them if your appointment is running late and you will not be able to meet them at the arranged place and time. AAA Drivers are expected to take up to one hour (two hours for out of county appointments) after your "ready time" to pick you up and drive you to your designated drop off location. Please expect AAA to take up to 90 minutes after your "pre-scheduled return ready time" for local trips to pick you up from your designation. Traveling out of the county, the wait time could be longer. For local trips if you have waited longer than 90 minutes beyond your return ready time for the cab and it has still not shown up, you may call Charles County MAT at 301-609-6923 between 8AM – 4:30PM (After hours please call AAA at 1-800-577-1050) to check on the status of your ride.

If you need to cancel your appointment, call the transportation office at 1-800-577-1050 to cancel your ride at least two hours before your pick up time.

*******IF YOU MISUSE THIS SERVICE WITH REPEATED "NO SHOWS", WITHOUT CANCELLING OR GIVE FALSE INFORMATION, YOU WILL LOSE YOUR PRIVILEGE TO USE THIS SERVICE IN THE FUTURE*******

9/20/2017

Charles County Medical Assistance Transportation Grant Program AAA Transportation Fact Sheet

Service

This is shared transportation to and from medical appointments covered by Medical Assistance. You may be riding with others to and from their appointments; this is not a private service.

Eligibility

- You must be a Charles County resident with active and eligible Medical Assistance
- You must have absolutely no other way to get to and from your medical appointment.
- Your physician must complete and sign a Charles County Transportation Medical Certification Form for you and submit it to the Charles County Health Department
 - This form must be filled out completely and include all your medical information
 - Your doctor must certify that you are unable to use public or ADA transportation
 - If the form is incomplete, or your doctor does not certify that you cannot use public or ADA transportation, you may not use this service unless you do not live $\frac{3}{4}$ of a mile from a public or ADA transportation route.
 - Financial hardship, scheduling conflicts and distance are not justifications for eligibility if you live within $\frac{3}{4}$ of a public transportation route of qualify for ADA Paratransit services.

Cost

The Maryland Medical Assistance Program covers the cost of these services. There is no cost to the rider.

Phone Number & Hours of Operation

Medical Assistance Transportation screeners are available Monday through Friday (excluding major holidays and service reduction days) from 8:00 Am to 4:30PM to schedule transportation. AAA representatives are also available at 1-800-577-1050 - Phone lines are open Monday through Friday (excluding major holidays) from 4:00 am to 7:00 p.m. to check on rides and cancel transportation.

You may cancel a ride at anytime 24/7/365 by calling 1-800-577-1050. However, in order to avoid a "No-Show" you must call the number listed above at least 2 hours before your scheduled ready time. Late cancellations are considered No Shows. Excessive No Shows may result in suspension from the program.

Attendees

For adults, in order to have someone accompany you to your appointment (an attendee), it must be **approved in advance** by the Health Department and certified by your physician on your Charles County Transportation Medical Certification Form. Drivers are directed to refuse all unauthorized passengers in the vehicles.

For children, an adult **MUST** accompany all children 17 years of age and under. There are no exceptions.

Absolutely no other riders are permitted in the vehicle for any reason. Adults going to a medical appointment may not bring children along unless the child also has an appointment at the same location on the same date. ***Lack of available childcare resources will not be taken into consideration as this is in violation of state regulations.***

Transportation Hours – Days, Ready Times, Return Times, and Cancellations

Regular transportation service operates Monday through Friday and begin as early at 4:00 a.m. and ends as late as 7:00 p.m. That means that the latest doctor's appointment that can be accepted is 5:30 p.m. with a return pick up time of 6:30 p.m. All riders are then returned home by 7:00 p.m., barring problems with traffic etc.

You must be ready and waiting for your van 60 minutes before your appointment time. Transports out of the county will require you to be ready 2 hours before your appointment time. AAA drivers are expected to take

up to one hour (two hours for out of county appointments) after your “ready time” to pick you up and drive you to your designated drop off location.

Drivers will NOT come to your door to get you. It is your responsibility to be ready for pick up at your residence when they arrive. You will be permitted 10 minutes to enter the van. If you do not enter the van within 10 minutes, the driver must leave and you are given a “No-Show”. This will be reported to the County and a “No Show” slip will be mailed to your address to notify you.

After your appointment, you must be ready and waiting at your designated pick up location at the time arranged with Medical Assistance Transportation.

Drivers do not come to the doctor’s office to get you; you must go to the lobby or be waiting outside the designated pick up address for your ride.

Please expect AAA to take up to 90 minutes after your “pre-scheduled return ready time” for local trips to pick you up from your destination. Traveling out-of-county, the wait time could be longer. For local trips, if you have waited 90 minutes beyond your return ready time for the cab and it still has not shown up, you may call AAA Transportation at 1-800-577-1050 to check on the status of your ride.

Recipients who have received multiple no-shows will:

1 – Initially, they will receive a warning and advised that additional no-shows may result in the recipient having to call the County the day before any future appointment to schedule a transport. All initial transports must be made at least 2 business days but no more than one week prior to the appointment.

2- Repeat no-shows will generate an Advance Confirmation Notice that will require the recipient to call the day before the appointment to schedule their ride. All initial transports must be made at least 2 business days but no more than one week prior to the appointment. This shall include recipients who have standing orders for repeat appointments.

Reinstatements

If you have received a “No-Show” you will be advised by AAA Transportation to call the Charles County Health Department to be reinstated for your ride. You must speak to a staff member of the Health Department to explain the reason for your “No-Show” and to obtain permission to seek another ride. Again, clients who have excessive “No-Shows” face possible suspension from the program.

Charles County Health Department staff monitors “No-Shows”!

Other General Rules and Regulations

Children must be in car seats provided by their parent or guardian.

This is a shared ride program, proper decorum and respect for fellow passengers etc. is expected from patrons at all times.

Passengers are reminded that there is no eating, drinking, or smoking in the cab.

Passengers may not dictate the route drivers take to transport them to, or from, an appointment. Since this is a shared ride program, specialized transportation software generates the most efficient and cost-effective route for multiple passengers that may not be apparent to each passenger.

Complaints

If any participant has a complaint regarding their transportation, please contact the Charles County Department of Health at 301-609-6923 or 301-609-6933 to register the complaint. Do not directly contact AAA with the complaint regarding their services.

MA Transportation No Show Policy

A “no show” is defined as occurring when a recipient either is not at the arranged pick-up location at the appointed time or refuses to ride at that time and has not canceled the trip a minimum of two hours in advance.

The driver will arrive on scene at the appointed time and remain on scene for a minimum of five (5) minutes at the arranged pick-up location.

Rides can be canceled by calling 301-609-6923, Monday –Friday between the hours of 8:00 AM and 4:30 PM. After business hours, rides can be canceled by calling 1-800-577-1050 to contact dispatch.

If the cancelation is not requested a minimum of two (2) hours prior to arranged pick-up time then the requested trip will be considered a “no show” and the recipient will receive notification that they are in violation of the “no show policy”. This does not include circumstances where the driver is late beyond a reasonable time frame or extenuating circumstances that are deemed beyond the control of the recipient.

After a recipient exceeds three (3) “no show” violations, in addition to scheduling the appointment 48 hours in advance, the client will be required to call the transportation screener at 301-609-6923 by 2:00 PM on the business day prior to their medical appointment. For example, if the appointment is on a Friday the recipient would be required to schedule the appointment no later than Wednesday and call to confirm by 2:00 PM on Thursday but if the appointment is on Monday, the recipient will schedule their appointment on the Thursday prior to their appointment and then call to confirm their intention to keep the appointment by 2:00 PM that Friday. In the event that the client fails to call and confirm within this time frame, the ride will be canceled automatically.

Rider's Code of Conduct

The Charles County Medical Assistant Transportation Recipient

Code of Conduct

Any person who rides on-board a bus operated by All American Transportation is deemed to have accepted the normal risks that may be encountered when traveling on board a public vehicle. Drivers are trained to operate in a safe and professional manner at all times. Passengers are reminded that sudden stops may occur without warning. Using the seatbelts will assist passengers if this should occur.

For a safe and enjoyable trip as a passenger I agree to:

Wear a shirt and shoes.

Refrain from smoking, eating, or drinking. No food or drinks are allowed on board vehicles.

Not bring anything on board that could be considered a weapon.

Not bring on board hazardous materials, combustibles, (items include gasoline, car batteries, tires, skates). Any item that is too large to fit between the seats.

Always safely secure oxygen equipment.

Only occupy one seat.

Remain seated while the bus is moving.

Refrain from fighting, vulgarity, pushing, or lewd behavior. It isn't appropriate.

Always use headphones with portable electronic devices.

Keep conversations private.

Don't distract the driver.

Keep the vehicles clean!

Soliciting or loitering is not allowed.

Passengers must use seat belts unless a physician provides a certification regarding a medical condition that prohibits use of a seatbelt.

Carry-on items too large to fit between the seats are too big to transport.

Children must be removed from strollers.

Strollers must be folded and stowed when a van is moving.

MDH Non-Discrimination Statement

In accordance with Federal and State mandates, MDH prohibits discrimination in the delivery of services on the basis of race, sex, age, color, national origin, ancestry, creed, religion or belief, marital status, sexual orientation, gender identity and expression, genetic testing, , and mental and/or physical disability based on, but not limited to, the following:

- Title VI, Civil Rights Act of 1964, as amended;
- Section 504, Rehabilitation Act of 1973;
- Age Discrimination Act of 1975; Title II, Subtitle A of the Americans with Disabilities Act of 1990, as amended;
- State Government Article, Title 20, Annotated Code of Maryland;
- COMAR 01.01.2007.16 Code of Fair Employment Practices;
- COMAR 01.01.2007.01 Standards of Conduct for Executive Branch Employees; and
- Other applicable Federal and State mandates that may include provisions on nondiscrimination in the delivery of services.

Ref: DHMH Policy 01.02.01