

AVOID THE “NO SHOW”

A “no show” occurs when:

- You are not at your arranged pick-up location.
- You refuse the ride when transportation arrives.
- You are not ready when transportation arrives.

THE DRIVER CANNOT WAIT MORE THAN 5 MINUTES. THEY DO NOT CALL, GET OUT OF THE VEHICLE AND KNOCK OR BLOW THE HORN.

Regular “no shows” will require you to confirm every trip the day before. If you don’t confirm, the ride will be cancelled.

If you get three “no shows” in a row, the rest of your scheduled rides will be cancelled until you contact Medical Transportation at (667) 977-1050.

If you know you can’t keep an appointment, call Medical Transportation at least one hour before your ride to cancel.

AMBULANCE SERVICE

Non-emergency ambulance transportation is available for clients who are required to travel by stretcher. Call our office for more information or to schedule transportation services.

USING PUBLIC TRANSPORTATION

You are expected to use public transportation if you live within ¾ miles of a fixed route bus stop AND do not have a disability or other circumstances that prevent you from using public transportation.

Shore Transit provides fixed route public transportation in Wicomico, Somerset and Worcester counties.

For bus schedules and more information, call Shore Transit at (443) 260-2300 or visit www.shoretransit.org.

Transit schedules are subject to change.

**Help is available in your language.
These services are available for free.**

If possible, provide us with:

- Your Name
- Date of Birth
- Telephone Number



108 East Main Street
Salisbury, Maryland 21801
www.wicomicohealth.org



Public Health
Prevent. Promote. Protect.

Wicomico County
Health Department

A guide to

MEDICAL ASSISTANCE TRANSPORTATION

In Wicomico County, Maryland



Monday – Friday 8:00am to 4:30pm

**(667) 977-1050 Main
(410) 219-2885 Fax**



Revised July 2025

SERVICE AVAILABILITY

Services are not offered on holidays or during severe weather.

Appointment Locations	Service Availability	Appointment Restrictions
Wicomico County (Salisbury, Fruitland & Delmar, MD)	Monday – Friday	Appointment time must be between 8am and 5pm.
Rural Wicomico (Pittsville, Hebron, etc.)	Monday – Friday	Appointment time must be between 8am and 5pm.
Somerset & Worcester (Berlin, Pocomoke, Crisfield)	Tuesday & Thursdays ONLY	Appointment time must be between 8am and 5pm.
East of Bay Bridge (Cambridge, Easton, etc.)	Tuesday & Thursdays ONLY	Appointment time must be between 8am and 12pm.
West of Bay Bridge (Baltimore, Annapolis, etc.)	Monday – Thursday	Appointment time must be between 8am and 12pm.
Delaware Area (Laurel, Wilmington)	Monday, Wednesday, Friday	Appointment time must be between 8am and 1pm.



Call for availability during inclement weather*



Emergency transportation services are not covered under this program.
If you have an emergency, please call 911.

Medical Assistance Transportation is a scheduled, shared ride program. Medicaid is the payor of last resort.

WHO CAN RIDE?

- Wicomico County Residents
- Active Maryland Medicaid/Medical Assistance (**QMB, SLMB, Family Planning Only & Medicare Only DO NOT qualify**)
- Medically necessary appointments more than ¾ mile from a public bus stop
- The medical provider/facility must accept Maryland Medicaid as payment for services
- Clients cannot OWN/CO-OWN a vehicle
- Have no other transportation available

SCHEDULING A RIDE

Please provide:

- Date, time, the name of the medical facility/doctor, length of time needed for your appointments and if someone will be traveling with you (must be medically necessary).
- Out of county transports: We will also need the doctor's name, department, and phone number.

WHEN SHOULD I CALL TO SCHEDULE?

**Monday for Wednesday
Tuesday for Thursday
Wednesday for Friday
Thursday for Monday
Friday for Tuesday**

Schedules may vary during the holidays

Call Wicomico County Medical Transportation at (667) 977-1050 before 12pm, two (2) business days in advance to schedule.

GETTING ESTIMATED PICK-UP TIME

- Rides with Waters Car Service: You must call (443) 614-9829 before 1pm the business day before your appointment
- Rides with Sure Medical Transportation: You must call (410) 430-6894 before 1pm the business day before your appointment
- Rides with Taxi Taxi: You must call (410) 289-8989 before 1pm the business day before your appointment
- Rides with AAA Transport: You must call (410) 663-2012 before 12pm the business day before your appointment