



DEPARTMENT OF HEALTH

Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Dennis R. Schrader, Secretary

To: Non-Emergency Medical Transportation (NEMT) Grant Managers
Maryland Medicaid Non-Emergency Medical Transportation Providers
Maryland Medicaid Providers - Acute Care Hospitals

From: John R. Pelton, Acting Chief JRP
Division of Community Support

Subject: Hospital and Emergency Department Discharge Procedures - NEMT
Covid-19 Response - Maryland State of Emergency and Catastrophic Health
Emergency declared by Gov. Hogan on Jan 4, 2022

Date: January 21, 2022

Note: Please ensure the appropriate staff members in your organization are informed of the contents of this memorandum.

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The following changes to NEMT will be effective immediately, in response to the declaration by Governor Hogan on January 4, 2022 of a State of Emergency and Catastrophic Health Emergency.

Effective Immediately Maryland Medicaid NEMT will adapt the current after hours operations procedures for all Hospital Discharges from In-patient Acute Care Hospitals and Emergency Departments. This means this policy will apply during normal business hours as well.

- Non-Emergency Medicaid Transportation (NEMT) is provided under contract between the 24 Maryland jurisdictions and specific vendors. Not all Medicaid enrolled transportation vendors are eligible to provide services under this program. Only providers on the attached list are approved for use under this memo for the transport of Maryland Medicaid participants for discharges or transfer to a tertiary care center for a higher level of care.
• Hospitals will contact transportation vendor(s) directly - irrespective of the jurisdiction listed with whom they have a contract - from the attached list, to schedule the clinically appropriate level of NEMT services. Ambulance transportation must be clinically indicated for at minimum a BLS level of care during transport.
• The transportation provider will be responsible for obtaining the following documentation from the requesting facility:

- a. Statewide Provider Certification Form (PCF) - Attesting to the clinically appropriate mode of transportation.
  - b. Patient Demographics (face sheet)
  - c. EVS Documentation (copy of the confirmation screen completed online, or with the confirmation number if verified by phone)
- The transportation vendor will be responsible to ensure that:
    - a. The requested level of transportation is clinically appropriate based on NEMT guidelines.
    - b. The PCF is complete and signed by the correct provider; and
    - c. The EVS is utilized (telephonic or web based) to ensure participant eligibility. For telephone verification, the vendor must provide the confirmation number or a copy of the web-based verification form.
  - The Transportation Grant Manager must be notified on the first business day after the transportation has occurred and receive copies of the Statewide PCF, Demographics sheet, EVS verification, and the run sheet.
  - The trip will be reviewed by the Grant Manager and a final determination of payment to the transportation vendor will be made based on the above information provided.

This policy will remain in effect until such time that the Governor of Maryland declares an end to the State of Emergency and Catastrophic Health Emergency.

<u>Counties Served</u>	<u>Provider</u>	<u>After Hours Number</u>	<u>Service Provided</u> <i>Wheelchair (W); Sedan (S); Ambulance (A)</i>
Allegany	County Medical	301-582-6131	A
Allegany	EMT	240-362-3434	W, S
Allegany	Valley Medical	800-776-4067	A - WV to WV only
Anne Arundel County	AAA Transport	(301) 952-1193	W,S,A
Baltimore City	Hart to Heart	1-866-276-9554	W,S,A
Baltimore Co	Hart to Heart	443-573-2037	W, A
Baltimore Co	TransDev	410-783-2465	S
Calvert County	All American Ambulance (AAA)	(301)952-1193	W,S & A
Caroline County	Butler Ambulance	410-476-3688	A
Carroll County	BUTLER	410-602-4007	A,
Carroll County	RWU	410-602-4007	W, S
Cecil	East Coast	410-663-2012	A, W
Cecil	In House Drivers	410-920-4167 Penny Hamilton	S
Cecil	Lifestar	301-569-2800	A,W
Cecil	Mid Atlantic	302-266-8306	A, W
Cecil	Urgent	302-454-1821	A, W
Charles	AAA Transport	301-952-1193	A, W, S
Dorchester	Butler	410-602-4007	A
Dorchester	DCT	410-221-1910 till 6pm	W,S
Dorchester	Elliott's	443-521-4051	S
Frederick	Butler	888-602-4407	A
Frederick	Paramed	301-838-8700	W, S
Garrett	County Medical	(301)223-9420	A
Garrett	Handle With Care	(443)418-4963	W & S



Harford County	AAA Transport	301-952-1193	S
Harford County	Hart to Heart	443-573-2037	A,W
Howard	Hart to Heart	443-573-2037/ 866-276-9556	W,S,A
Kent County	Butler Medical Transportation	(888) 602-4007	W & A
Kent County	Key Lime Transportation	(410) 996-4950	S - up until 8pm (opens at 6am)
Montgomery County	Action Taxi Inc.	301.840.1000	S
Montgomery County	All Star Medical Transportation	240.353.6081	W
Montgomery County	All American Ambulance	301.952.1193	A
Montgomery County	ALT ID	301.931.7575	W
Montgomery County	Americare Medical Transport	240.388.3401	W
Montgomery County	Anytime Taxi	301.637.9292	S
Montgomery County	Barwood Taxi	301.984.1900	S
Montgomery County	Butler Ambulance Transport	410.602.4007	A,W
Montgomery County	Capital Area Transport Service	301.530.5566	W
Montgomery County	Fairland Medical Transport	301.742.4005	W
Montgomery County	Freestate Transportation, LLC	410.609.2156	A,W
Montgomery County	Omega Transportation	301.685.6710	W
Montgomery County	Paramed Medical Transport	301.253.0030	W
Montgomery County	Regency Cab, Inc.	301.990.9000	S
Montgomery County	Transport U	240.475.7568	W
Prince George's County	Palmer Transport	301-323-5415	W
Prince George's County	ProCare Integrated Health & Transport	410-823-0030	W, A
Queen Anne's	AAA Transport	301-952-1193	W, S
Queen Anne's	Butler Medical Transport	410-476-3688	A
Somerset	East Coast Ambulance	410-663-2012	W, A

St. Mary's	AAA Transport	301-952-1193	A, W
Talbot County	Butler/Best Care	1-888-602-4007 option 2	A
Talbot County	Delmarva Community Services/Transit (DCT)	410-822-4155	W,S
Washington	AAA Transport	301-952-1193	W,S,A
Wicomico	Lifestar	410-548-0809	A,W
Worcester County	DT Transportation	410-250-2400	S
Worcester County	East Coast Ambulance	410-663-2012	W,A,S
Worcester County	Eastern Transport	410-749-8294	W,S
Worcester County	Life Star Ambulance	410-546-0809	W, A
Worcester County	Trinity Transportation	443-373-3201	W, S