



## DEPARTMENT OF HEALTH

Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Robert R. Neall, Secretary

To: Maryland Medicaid NEMT Grant Managers

From: John Pelton, Supervisor *JRP*  
Community Support Services, Maryland Department of Health

Re: **COVID-19 NEMT MEMO No. 2**

March 24, 2020

This memo is to serve as clarification and additional information for all guidance received up to this point regarding Non-Emergency Medical Transportation (NEMT) operations during our current State of Emergency.

As stated in the March 18, 2020 communication for the safety of everyone, transportation services will be provided to appointments for life-saving treatments such as: dialysis, radiation, chemotherapy, physical therapy, substance use disorder, counseling or other recurring transportation services. Transports to non-urgent services will be postponed, and other normal routine visits will not be scheduled until 4/6/2020 at the earliest. Previously scheduled appointments shall be postponed. If an appointment cannot be postponed or if a clinician calls to request their patient be present for services, then the transport request shall be honored.

To clarify the status of hospital discharges and transfers (to lower or higher level of care): The demand on our health care system is anticipated to intensify over the next several weeks due to COVID-19. As such, all requests for transfer or discharge of eligible and qualified participants shall be honored utilizing the clinically appropriate mode of transport; Provider Certification Forms (PCF) for hospital discharge and transfer will **only** be required for ambulance requests.

To clarify the status of requests for transportation to a pharmacy, due to the need for social distancing, many pharmacies are now offering delivery service at no charge or curbside pick-up. Transportation to a pharmacy shall be limited to those trips where delivery is not an option and will remain as shared ride transports. When transportation to a pharmacy is the only option, the participant or NEMT staff must verify in advance that the prescription is ready for pick-up. If the only option is to go into the pharmacy, the readiness of the prescription shall be verified prior to transporting the participant **AND** the participant must be informed that additional shopping may result in future trips to the pharmacy being denied. If curbside or drive through pick up is an option it shall be used.

If additional guidance is required, please contact [John.Pelton@Maryland.gov](mailto:John.Pelton@Maryland.gov), [Andrea.Lavine@Maryland.gov](mailto:Andrea.Lavine@Maryland.gov), and [simone.bratton@maryland.gov](mailto:simone.bratton@maryland.gov).