



## 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 #3: Non-Emergency Medical Transportation (NEMT) Guidance

### Maryland Medicaid NEMT Guidance No. 1

March 18, 2020

This correspondence provides additional information to the guidance issued by Fran Phillips and Stephanie Garrity on March 17, 2020 regarding the assessment and provision of essential and non-essential services at the Local Health Departments (LHDs), with regards to Medicaid Non-Emergency Medical Transportation (NEMT). As LHDs implement measures to limit interpersonal interaction to mitigate the spread of COVID-19 by discontinuing the provision of non-essential services, the Department encourages you to continue to provide NEMT services.

Effective immediately, in addition to utilizing the base information provided March 4, 2020 via email titled "COVID-19 also known as Novel Coronavirus", all Maryland NEMT Jurisdictional Programs will implement the following:

1. All dialysis, radiation, chemotherapy, physical therapy, substance use disorder, counseling or other recurring transportation services will continue to be provided as scheduled.
2. Prior to transport, verify provider offices are open. Many provider offices are either closing or triaging appointments and changing appointment times for the purpose of social distancing and to minimize risk to susceptible individuals.
3. Any person scheduled for transport with a fever and respiratory symptoms or has been exposed in the last 14 days to someone with fever and respiratory symptoms should be asked to cancel their trip ASAP with the 24-hour advanced notice requirement waived.
4. Effective 3/19/2020, all other transports to non-urgent services will be postponed, and other normal routine visits will not be scheduled until 4/6/2020 at the earliest. 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.

## **COVID-19 #3: Non-Emergency Medical Transportation (NEMT) Guidance**

### **Maryland Medicaid NEMT Guidance No. 1 – *Continued:***

If the LHDs have the capacity to operate their NEMT programs remotely, they should. The Department's understanding is that certain NEMT grantee offices are already operating on a full telework basis, with full cooperation from contracted transport providers; others may have plans that they can enact to shift to telework operations or shift to practicing social distancing within their offices.

JRP/azl