



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 *JCP*
Community Support Services, Maryland Department of Health

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

March 31, 2020

This correspondence provides additional information for the operation of NEMT services based on Executive Order NUMBER 20-03-30-01, issued by Governor Hogan on March 30, 2020. The Stay at Home Order does allow for engaging in activities essential for the health and safety of one's self, family, household members, pets, or livestock, including such things as seeking medical or behavior health or emergency services, and obtaining medication or medical supplies.

Measures implemented by Deputy Secretary for Public Health Services, Fran Phillips, emphasize the importance of limited interpersonal interaction to mitigate the spread of COVID-19. As an essential service to Maryland Medicaid participants NEMT services shall continue to operate as directed by the Department.

Effective immediately, in addition to the previous guidance issued by the Department pertaining to NEMT located at <https://mmcp.health.maryland.gov/Pages/home.aspx>, all NEMT 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; and

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

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

4. Due to the ongoing State of Emergency, all other transports to non-urgent services will be postponed. Transportation to routine or already scheduled medical appointment visits will not be scheduled or honored until the State of Emergency from COVID-19 has been lifted for the State of Maryland. 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.

If the LHDs have the capacity to operate their NEMT programs remotely, they shall do so. 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