



Inland Empire Health Plan



**To:** All PCPs, Specialist, BH Providers and IPAs  
**From:** IEHP – Provider Relations  
**Date:** April 29, 2022  
**Subject:** **REMINDER: Physician Certification Statement (PCS) Requirement**

The Department of Health Care Services (DHCS) has identified systemic issues related to the administration of the Non-Emergency Medical Transportation (NEMT), and Non-Medical Transportation (NMT) benefit. These issues were identified through various monitoring activities such as quarterly monitoring, Member grievances, Medical Audits, and complaints to DHCS.

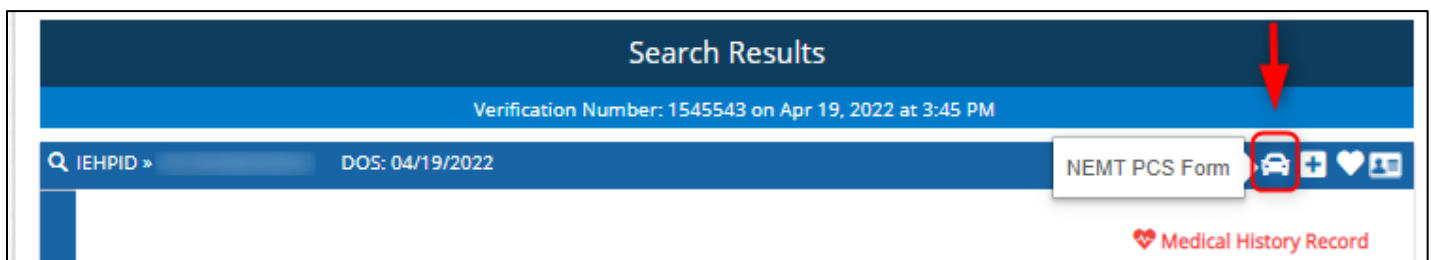
In response to one of these findings and pursuant to DHCS All Plan Letter 17-010, Non-Emergency Medical and Non-Medical Transportation Services,” IEHP reminds PCPs and treating Providers to:

- 1) Submit a Physician Certification Statement (PCS) when requesting NEMT; **and**
- 2) Keep a current PCS form on file for every Member receiving NEMT.

### How do I submit a PCS Form online?

Providers who have access to IEHP’s secure Provider portal must submit all PCS forms electronically. If the Provider does not have a registered provider account with IEHP, please submit a physical PCS form via fax to: (909) 910-1049.

After verifying the Member’s eligibility through IEHP’s secure Provider portal, click on the car icon. Follow the prompts to complete and submit the PCS form.



### How do I know if IEHP has an active PCS form for the Member?

Please note, DHCS requires a **new PCS every twelve (12) months**. IEHP provides through the **NEMT Roster** a list of Members with PCS forms on file. An alert will be present if a new form is needed.

- If the Member's mode of transport changes, a new PCS is required.
- If the Member does not have a valid PCS on file, the Member will be asked to contact their treating Provider to submit the form.

For Members who do not require NEMT, IEHP provides NMT services as a covered benefit. NMT is curb to curb service for Members who do not need assistance from the driver. NMT services do not require a PCS form. Members needing NMT should contact:

**IEHP Medi-Cal Member Services at:**

(800) 440-IEHP (4347)

(800) 718-4347 for TTY users

**IEHP Medicare Member Services**

(800) MEDICARE ((800) 633-4227)

(877) 486-2048 for TTY users

This process applies to all IEHP Members, regardless of assigned IPA (excluding Kaiser) or Line of Business.

Please review IEHP Provider Policy 9C, “Non-Emergency Medical and Non-Medical Transportation Services” for more information about these benefits and requirements. If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054 or (866) 223-4347.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at:

[www.iehp.org](http://www.iehp.org) > For Providers > Plan Updates > Correspondence