



We heal and inspire the human spirit.

To: All Hospitals & SNFs
From: IEHP – Provider Services
Date: December 1, 2022
Subject: **Effective Today! - IEHP Contracts with Call The Car For Transportation**

In response to recent transportation concerns related to discharges and facility transfers, and to improve Member experience, Inland Empire Health Plan (IEHP) has entered a contractual agreement with transportation vendor, Call the Car, to provide all-inclusive, after-hours transportation support to Hospitals and SNFs in IEHP's Network.

Call the Car (CTC) is a local vendor offering non-medical and non-emergency medical transportation with trusted professional care that aligns with IEHP's Mission, Vision and Values. CTC provides curb-to-curb and door-to-door services, ride shares, wheelchair, and gurney vans with bariatric capabilities, but excludes ambulance-level services.

Effective Thursday, December 1, 2022, Call the Car will assist with **all after-hours (Monday – Friday, from 7:00pm - 7:00am & Saturday and Sunday 5:00pm - 8:00am)** transportation for hospital discharges, inter-facility transfers and pick-up from emergency departments when a gurney level of service or below is appropriate.

Contact **Call the Car at 855-490-3817** to coordinate after-hours transportation. To ensure timely coordination and ensure alignment with DHCS All Plan Letter 22-008, please coordinate transportation needs at least three (3) hours before the anticipated discharge time.

When requesting Non-Emergent Medical Transportation, please submit the IEHP-approved [Physician Certification Statement](#) to **IEHP via fax to: (909) 910-1049** or **submit the PCS form via IEHP's Secure Provider portal when verifying Member's eligibility.**

This process applies to all IEHP Members, regardless of line of business and assigned IPA, except Kaiser.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054 or (866) 223-4347 or the following IEHP and Call The Car representatives:

IEHP Transportation Services:

- Danielle Ramos, Transportation Services Supervisor: Ramos-D@iehp.org
- Kelsey Ayala, Transportation Services Supervisor: Ayala-K@iehp.org
- Mike Grant, Sr. Director, Transportation Services grant-m@iehp.org

Call the Car:

- Tony Aycock, Account Manager: Aaycock@callthecar.com
- Michael Fell, VP of Contracting & Operations: Mfell@callthecar.com

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: www.iehp.org > For Providers > Plan Updates > Correspondence