



We heal and inspire the human spirit.

To: All Hospitals and skilled Nursing Facilities (SNFs)
From: IEHP – Transportation Services
Date: March 19, 2024
Subject: **IEHP Transportation Services – Appointments**

Inland Empire Health Plan (IEHP) would like to inform you of recent changes to our 5-business day policy for non-emergency medical transportation (NEMT) requests for covered medical, behavioral, health, substance use disorder, and dental appointments. **Effective October 16, 2023, IEHP requires only a minimum of 2 business days notification prior to the requested service to ensure transportation is arranged in a timely manner.**

Advanced notification is recommended to minimize scheduling conflicts and delay in care. Reservations are not guaranteed for requests with less than 2 business days' notice and are subject to vendor availability.

Please send the two required forms to IEHP to arrange transportation:

A. **Transportation Request Form:** fax the completed form to (909) 912-1049 during operational hours, Monday-Friday 7am-7pm and Sat and Sunday 8am-5pm.

Include:

1. Member Name
2. IEHP Member ID
3. Height & weight if traveling by wheelchair or gurney
4. COVID status
5. Pick up address, including facility name and phone number
6. Drop off address, including facility name and phone number
7. Date and time of appointment/s
8. Level of service
9. For Critical Care Transport (CCT) - Sending and receiving physician name
10. Additional attendant or caregiver accompanying the Member

B. **Physician Certification Statement (PCS):** Fax the completed form to (909) 912-1049 or submit via IEHP's secure provider portal when verifying the member's eligibility.

These forms are available at iehp.org >> Providers >> Resources >> Provider Resources >> Forms >> UM/CM or <https://www.providerservices.iehp.org/en/resources/provider-resources/forms#UM/CM>.

If you have questions, please contact the following:

During Regular Business Hours:

Transportation Services Call Center

Monday-Friday, 7am-7pm: (951) 374-3441

Saturday-Sunday (including holidays), 8am-5pm: (800) 440-4347 and choose option 2

After hours:

Call the Car

24/7 Real-time Prioritization: (855) 490-3817

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

As a reminder, all IEHP communications can be found at: www.providerservices.iehp.org > Provider Central > News and Updates > Notices