



We heal and inspire the human spirit.

To: All Hospitals, Skilled Nursing Facilities (SNFs) and Dialysis Providers

From: IEHP – Transportation

Date: October 19, 2023

Subject: REMINDER: IEHP Transportation Services - Call the Car

Inland Empire Health Plan (IEHP) is providing this reminder that we are contracted with the transportation vendor Call the Car (CTC) for all-inclusive transportation support to all providers including hospitals, SNFs and dialysis centers in IEHP's Network.

CTC provides curb-to-curb and door-to-door services, ride shares, wheelchair, and gurney vans with bariatric capabilities, but excludes ambulance-level services. Call the Car assists with **all** transportation for hospital and SNF discharges, inter-facility transfers and pick-up from emergency departments when a gurney level of service or below is appropriate.

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.

IEHP Operating Hours

7 a.m.-7 p.m. Monday – Friday
8 a.m.–5 p.m. Weekends

Fax [Transportation Request Form*](#)
to IEHP at (909) 912-1049

IEHP After- Hours Discharges

7 p.m.–7 a.m. Monday-Friday
5 p.m.-8 a.m. Weekends

To request transport for discharge, contact
Call the Car at (855) 673-3195

IEHP has an after-hours process with Call the Car to ensure that retro authorizations are provided to cover transportation. If Call the Car does not show up for any Member, the hospital can arrange transport with a preferred private vendor. This vendor will be required to submit the IEHP after hours template for reimbursement.

When requesting Non-Emergent Medical Transportation, please submit the IEHP-approved [IEHP Physician Certification Statement \(PCS form\)](#) to IEHP via fax to (909) 912-1049 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.

Please note: DHCS recently reported concerns to all California local health plans about members missing their dialysis appointments due to transportation concerns. **Dialysis Providers**, please reach out to IEHP's transportation department if a Member does not show for their dialysis chair times so we can assist.

* Transportation Request Form: www.providerservices.iehp.org > Provider Resources > Forms > UM/CM

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

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org