



We heal and inspire the human spirit.

To: All Hospitals and Skilled Nursing Facilities (SNFs)
From: IEHP – Transportation Services
Date: June 26, 2024
Subject: **IEHP Transportation Services – Inpatient Transportation Request**

We are pleased to announce the **NEW Transportation Request process for discharges, facility-to facility transfers, and appointments, effective July 1, 2024.**

Our hospital, SNF, and dialysis center partners will now receive real-time assistance from a member of our Transportation Services Team. This allows for one-call resolution, including immediate approval, as well as trip and vendor details. Advanced notification is recommended to minimize scheduling conflicts and delay in care.

*** Beginning July 1st, fax requests for transportation will no longer be accepted. ***

For Transportation requests or any questions:

During regular business hours: IEHP Transportation Services Call Center

Monday - Friday 7:00 am-7:00 pm: (951) 374-3441

Saturday - Sunday (including holidays) 8:00 am-5:00 pm: (800) 440-4347 and choose option 2.

For after hours: Call the Car

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

To ensure timely coordination, please have the following information ready when calling to request transportation:

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

Physician Certification Statement (PCS) forms and instructions are available at iehp.org >Resources > Resources for Providers > Forms > UM/CM or select: www.providerservices.iehp.org/content/dam/provider-services/en/documents/providers/provider-resources/forms

Questions? Please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

All IEHP communications can be found at www.providerservices.iehp.org > News & Updates > Notices