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To: All Providers
From: IEHP – Provider Relations
Date: January 10, 2025
Subject: **UPDATE: NEMT PCS Transportation Services Form Changes**

We would like to inform you of three important changes to the **Non-Emergency Medical Transportation Physician Certification Statement (NEMT PCS) Form** for Transportation Services for Members.

We strongly recommend Providers **submit the electronic form via the secure Provider Portal** to ensure accuracy and prevent delays in Member care.

1. Treating Physicians can now attest when Members do not meet the requirements for NEMT services.

Member Meets NEMT Requirements?

If Member **DOES NOT** require Non-Emergent Medical Transportation (NEMT) services, please check this box: 

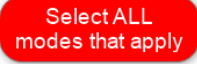
IEHP does provide Non-Medical Transportation (NMT) (e.g, private car or public transportation) which does not require the submission of this form. Members requesting NMT services should be directed to contact Call the Car directly at (855) 673-3195.


2. Provide ALL modes of transportation appropriate for the Member, choosing from the following four modalities. Please note that Car/Sedan is no longer an option.


- Ambulance
- Litter Van/Gurney
- Wheelchair Van
- Air

Mode of Transportation Needed

Please check all modes that are appropriate for the Member's physical and medical limitation(s).

Ambulance Litter Van / Gurney Wheelchair Van Air 

Transportation Start Date: 

Transportation End Date: 

3. Additional Function Limitations have been added:

- Requires Mobility Device
- Special Positioning or handling required
- Other (Please provide ICD-10)

Note: ICD-10 code along with a short description of diagnosis is required

Physical and Medical Limitations. Please check all that applies:

<input type="checkbox"/> Paraplegic	<input type="checkbox"/> Hemiplegic
<input type="checkbox"/> NonAmbulatory	<input type="checkbox"/> Poor exercise tolerance
<input type="checkbox"/> Requires oxygen	<input type="checkbox"/> Hemodialysis
<input type="checkbox"/> Requires extensive medical support (e.g. ventilator, IV)	<input type="checkbox"/> Dementia
<input type="checkbox"/> Behavioral issues	<input type="checkbox"/> Blind
<input type="checkbox"/> Requires Mobility Device	<input type="checkbox"/> Special Positioning or handling required
<input type="checkbox"/> High fall risk	<input type="checkbox"/> Other

How to Submit the Form?

- Electronic forms can be submitted via the secure Provider Portal (***Recommended***)
- Forms can also be accessed on our [website: providerservices.iehp.org](http://www.providerservices.iehp.org) > Resources > Resources for Providers > Forms > UM/CM

Faxed forms with incomplete information will not be accepted. For assistance, contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email providerservices@iehp.org.

- The PCS NEMT form is valid for 12 months; 30 days prior to expiration, an alert will appear next to the Member's name when verifying eligibility and on the NEMT PCS Roster. Once this period has passed, a new form must be submitted on behalf of the Member if transportation services are still required.

Reminders:

- ✓ Access to transportation is an important social determinant of health. Transportation barriers lead to missed or delayed health care appointments which can result in poor health outcomes. On average, IEHP arranges **100,000 trips each month for our Members to access services and we need your help to ensure compliance.**
- ✓ NEMT is a Medi-Cal benefit designed to assist Members to access medically necessary services. The Department of Health Care Services requires a Physician Certification Statement (PCS) for all NEMT services.

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

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