



A Public Entity

INLAND EMPIRE HEALTH PLAN



**To:** IEHP Medi-Cal IPAs, PCPs and Specialists  
**From:** IEHP – Provider Relations  
**Date:** August 23, 2016  
**Subject:** **CORRECTION** - Transportation Referrals (IEHP Medi-Cal Members)

---

---

**Effective 9/01/2016**, Inland Empire Health Plan (IEHP) will no longer require transportation referrals. If you have an IEHP Member needing transportation, regardless of IPA assignment, please have them call IEHP Member Services to make arrangements for transportation services:

- **Medi-Cal Members:1-800-440-IEHP (4347)**

The Member needs to give **five (5) business** days advance notice to allow for the processing of the request. Once the transportation trip has been authorized, the Member will receive an authorization letter in the mail and/or the Member can check the status on the secure IEHP Member Portal.

**It is important that the Member has a clear understanding that there is a “60 minute pick up window” with our transportation vendors.** This means, when the Member has an appointment at 8am, the Member should be ready to be picked up by the vendor at 7am. If the Member’s appointment ends at 8:30am, the Member should expect to be picked up by 9:30am.

- All DualChoice CMC Medicare Members have a transportation benefit that consists of 30 one way trips per calendar year. Medicare Members can access their transportation benefit directly by contacting American Logistics Company (ALC) at **(855) 673-3195**.\*\*

*\*\* Once a DualChoice CMC Medicare Member exhausts their transportation benefit they would follow the above process for Medi-Cal Members to access transportation under their Medi-Cal benefit. (Assuming the Member’s Medi-Cal benefit is managed by IEHP)*

Non-Emergency Medical Transportation (NEMT) is covered when a Member is unable to get to their Plan approved medical appointment and it is medically necessary to be transported in an ambulance, litter van or wheelchair van. IEHP will coordinate with the treating Physician to determine if it is medically necessary to transport by NEMT. There are some exclusions:

- Pharmacy or lab appointments
- Services not approved by the IPA or IEHP
- Transportation to non-medical appointments (Health Ed Classes, Support Groups, Food Banks etc.)

As a reminder, all communications sent by IEHP can also be found on our Provider portal at the following address: <https://ww3.iehp.org/en/providers/correspondence/>.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.