



A Public Entity

INLAND EMPIRE HEALTH PLAN



To: Transportation Providers
From: IEHP – Provider Relations
Date: November 11, 2016
Subject: **Transportation Letter**

Inland Empire Health Plan (IEHP) currently issues a standing authorization for Dialysis transportation (to and from the dialysis center only). For those Members that may have a schedule time or date change due to the Thanksgiving, Christmas and New Year's Holiday schedule, IEHP does not require re-issuing or updating of an authorization.

In addition, if Members have to add a day or have a schedule change at any time to their dialysis schedule, you do not need to request an updated authorization. The only time a Transportation Provider may need to request an update to an existing authorization is if the Member changes dialysis facilities or if there is a dry run.

If you have any questions, please do not hesitate to contact the IEHP Transportation Team at:

Transportation Team (For Transportation Providers ONLY): (877) 761-6248

IEHP Member Services (For Members/Social Workers requesting transportation on behalf of Members): (800) 440-7347

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/>