



**To:** Medi-Cal IPAs , PCPs, Specialists, BH, SNFs, LTC, Charter, and MPCPs  
**From:** IEHP – Provider Relations  
**Date:** November 17, 2017  
**Subject:** **Physician Certification Statement (PCS) for NEMT & NMT Service Request Online Form**

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*Effective July 1, 2017*, the California Department of Health Care Services (DHCS) released All Plan Letter (APL) 17-010<sup>1</sup> Non-Emergency Medical Transportation (NEMT) and Non-Medical Transportation (NMT) Services.

**DHCS is requiring IEHP to implement a Physician Certification Statement (PCS) to determine the appropriate level of NEMT services as a covered benefit for Medi-Cal Members.**

- **NEMT Services** is door to door service for Members who require assistance from the driver. NEMT services are defined as transport by Ambulance, Litter Van, Wheelchair van, and Air.
- **NMT Services** is curb to curb service for Members who do not need assistance from the driver.

#### **WHAT DO I NEED TO DO?**

The PCS form **is not** required for NMT Service requests. For NMT service requests, Medi-Cal Members should be directed to call American Logistics Company at (855) 673-3195.

#### **The PCS form:**

- **Must be completed by the Member’s treating Physician who determines medical necessity for transportation services.** The following physical and medical conditions may apply but are not limited to: Paraplegic, Hemiplegic, Non-Ambulatory, High fall risk, Poor exercise tolerance, Blind, Medical support (e.g. ventilator, IV), Dementia, and Behavioral Issues.
- **Must be received and approved by IEHP prior to coordination of NEMT services.**
- **Is valid for 12 months from the date of the Physician’s signature.**
  - An alert will be present on the NEMT Roster and the Member’s Eligibility verification page when the form is within 30 days of expiration.

The current version of the form located on the non-secure IEHP website will be removed and **this new form must be completed and submit online only beginning Wednesday, November 22, 2017.**

To access the PCS Form, the treating Physicians must login to the IEHP Secure Provider Portal at <https://ww3.iehp.org/en/providers/provider-portal/>. There are two (2) ways to access the Form:

1. Verifying Eligibility
2. NEMT PCS Roster

Step by step instruction on how to fill out the form can be found on the NEMT PCS Roster Page. If you have any questions, please do not hesitate to contact IEHP Provider Relations Team at (909) 820-2054.

<sup>1</sup>APL 17-010 can be found here <http://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2017/APL17-010.pdf>