



**To:** PCPs and Specialists  
**From:** IEHP – Provider Relations  
**Date:** October 16, 2018  
**Subject:** **Transportation Requirement Update**

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This notice is to inform you that IEHP has begun to issue bus passes as the primary means of transportation for all non-medical transports. IEHP uses a transportation broker American Logistic Company (ALC) to issue bus passes, arranges private car or taxi pick-ups and/or wheelchair transportation needs for Members who have no alternate means of transportation.

For Members that are transported by private car, taxi or wheelchair transport, ALC will now be required to verify the Member's appointment prior to arranging the trip.

**ALC call center agents will be making calls to your office to verify a Member appointment.**

**ALC will be unable to arrange transportation without the verification of an appointment.** This is not a violation of HIPAA or PHI as ALC has an agreement with IEHP to provide and arrange these services.

Thank you for your cooperation in this transportation requirement update.

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.