



A Public Entity

Inland Empire Health Plan



**To:** Skilled Nursing Facilities & Long Term Care Facilities  
**From:** IEHP – Provider Relations  
**Date:** January 15, 2020  
**Subject:** **5 Day Notice Period for Transportation Requests (SNF&LTC)**

---

---

Effective **January 15, 2020**, Inland Empire Health Plan (IEHP) will require that Skilled Nursing Facilities and Long Term Care Facilities submit all transportation requests with **five (5) business days** advance notice.

**IEHP will ask facilities to reschedule appointments for any transportation request which does not meet the five business (5) day notice requirement.**

IEHP will notify facilities of the need to reschedule by returning transportation requests with the following note: **IEHP cannot accommodate this request. Please reschedule providing IEHP Transportation Department with 5 business day notification.**

Once the transportation trip has been authorized, the Facility will receive an authorization notification via fax and/or the Facility can check the status on the secure IEHP Provider Portal.

This process will apply to all IEHP Members, regardless of IPA or Line of Business.

For your convenience, an electronic copy of the **Transportation Form (SNF/LTC)** be found on our Provider portal at: [www.iehp.org](http://www.iehp.org) > For Providers > Provider Resources > Forms > UM/CM.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: [www.iehp.org](http://www.iehp.org) > For Providers > Plan Updates > Correspondence.

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