



To: Transportation Providers
From: IEHP – Provider Relations
Date: April 16, 2020
Subject: **COVID-19 Guidance for NEMT and NMT Providers**

The Department of Health Care Services (DHCS) is providing information to all non-emergency medical transportation (NEMT) and non-medical transportation (NMT) Providers as a reminder of federal Centers for Disease Control and Prevention (CDC) and California Department of Public Health (CDPH)-recommended safety procedures and protocols to help prevent spread of COVID-19.

CDC & CDPH recommend Providers take note of the following steps to help prevent the spread of COVID-19 at home and at work:

- Clean frequently-touched surfaces and objects, including door handles and seat belts, before transporting another client. Wear disposable gloves during cleaning and then dispose after each use.
- Have facemasks available for patients to wear if a client is sick or is caring for someone who is sick.
- Open outside-air vents in the driver compartment when transporting clients.
- Wear a single pair of disposable patient examination gloves and change gloves if they become torn or contaminated, in addition to changing gloves between rides.
- Wash your hands often with soap and water. Use alcohol-based sanitizers (at least 60 percent alcohol) when you cannot wash your hands.
- Avoid touching your eyes, nose or mouth with your hands.
- Stay home when you are sick.
- Cover your mouth with a tissue when you cough and/or sneeze and dispose of the tissue immediately.

Additional resource: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-for-ems.html>

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: www.iehp.org > For Providers > Plan Updates > Correspondence **or** www.iehp.org > For Providers > Plan Updates > Coronavirus (COVID-19) Advisory.

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