



*We heal and inspire the human spirit.*

**To:** All Providers, Hospitals and Skilled Nursing Facilities (SNFs)  
**From:** IEHP – Transportation Services  
**Date:** September 5, 2024  
**Subject:** **Update: NEMT Transportation Requests Require Five Calendar-Day Notice**

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Please note an important update to our prior transportation communication when requesting non-emergency medical transportation (NEMT) for covered medical, behavioral health, substance use disorder, and dental appointments.

**Effective September 5, 2024, IEHP will require a minimum five (5) calendar-day notification, prior to the requested date-of-service, to ensure transportation is arranged in a timely manner.**

Advanced notification is recommended to minimize scheduling conflicts and delay in care. If transportation is required, and a five (5) calendar-day notice is **not** reasonable (ex., post discharge follow up appointment scheduled for three (3) days post discharge), our teams will work with our vendors to accommodate.

Please note that reservations are not guaranteed for requests with less than 5 calendar days' notice and are subject to vendor availability.

**If you have questions, please contact:**

**Transportation Services Call Center (during regular business hours):**

Monday-Friday, 7am-7pm: (951) 374-3441

Saturday-Sunday (including holidays), 8am-5pm: (800) 440-4347 and choose option 2

**Call the Car (after hours):**

24/7 real-time prioritization: (855) 490-3817

To align with DHCS requirements and ensure timely coordination, please have the following information ready when requesting transportation:

1. Member Name
2. IEHP Member ID
3. Height & weight if traveling by wheelchair or gurney.
4. Pick up address, including facility name and phone number.
5. Drop off address, including facility name and phone number.
6. Date and time of appointment(s)
7. Level of service
8. For Critical Care Transport (CCT) - Sending and receiving physician name
9. Additional attendant or caregiver accompanying the Member.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org)

All IEHP communications can be found at: [www.providerservices.iehp.org](http://www.providerservices.iehp.org) > News and Updates > Notices