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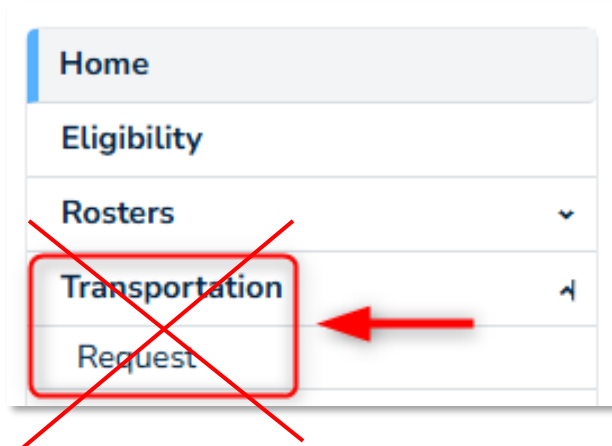
To: Transportation Vendors

From: IEHP - Transportation

Date: October 14, 2025

Subject: Transportation Referral Requests Disabled

Effective tomorrow, **October 15, Transportation vendors will no longer have access to submit Transportation Requests (referrals)** on behalf of members. Only the assigned PCP and/or treating physician may submit requests.



Although Transportation Vendors will no longer be able to submit authorizations, you can still view referral statuses by following these steps: **Referral Status > More Options > select 'Transportation' > Search**

Referral Status

IEHP's Referral Status page allows Providers to conveniently view the status of their medical, behavioral health, pharmacy and vision referrals.

The DHCS Medi-Cal Rx transition went into effect January 1, 2022. For more information, including prescriber registration and Magellan portal access, please visit: <https://uac.magellanrx.com>.

Search by IEHP ID, SSN, CIN or Referral Number

☒ Search by a relative date range Last 1 Day (Maximum of 30 Days)

☐ Search by a custom date range 10/13/2025 to 10/14/2025

☐ Medical ☐ Rx ☐ Vision ☐ Behavioral ☐ Health Education

☒ Transportation

☐ Referral Log

Any Provider NPI: Any Provider NPI

Search

If you have any questions, please contact the IEHP Transportation Vendor line at (877) 761-6248.

All IEHP communications can be found at: www.providerservices.iehp.org > News and Updates > Notices