

To: Hospitals & Ancillary
From: IEHP
Date: June 24, 2026
Subject: **Transportation Request Addition: SNF & LTC Wait Times**

When making a transportation request from a Hospital or SNF, additional fields, including more service reasons, will now populate for completion:

Transportation Request

- A. Indicate if the request is being made for Hospital
- B. Select appointment type from list

- C. Enter appt. date
- D. Enter appt. time

For SNF & LTC requests, indicate if Wait and Return is needed. If YES, Wait and Return Days/Time/Chair fields will open:

- E. Enter appt. wait time and corresponding fields
- F. Enter comments if needed.

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

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