We heal and inspire the human spirit.

To: Transportation Providers

From: IEHP – Transportation Network

Date: November 19, 2026

Subject: **DHCS Medi-Cal Fee-for-Service Transition - Transportation Services**

Effective January 1, 2027, impacted IEHP Members will transition from IEHP coverage to the Department of Health Care Services (DHCS) Medi-Cal Fee-for-Service (FFS) program due to changes in Medi-Cal eligibility requirements.

As part of this transition, impacted Members may continue to access covered transportation services through DHCS Medi-Cal FFS. We encourage transportation providers to review the information and resources below to prepare for the upcoming changes.

DHCS Medi-Cal FFS Transportation Services

DHCS Medi-Cal FFS offers transportation to and from covered medical, dental, behavioral health, and substance use disorder appointments, as well as trips to obtain prescriptions and medical supplies.

The following transportation services are available:

- **Non-Medical Transportation (NMT):** Transportation by private or public vehicle for Members who do not have another means of getting to their appointments.

- **Non-Emergency Medical Transportation (NEMT)**: Transportation by ambulance, wheelchair van, or litter van when ordinary public or private means are medically contraindicated and medically necessary care requires transportation.

How to become a NMT and NEMT transportation provider

Medical Transportation Providers (Emergency and Non-Emergency) and non-Medical Transportation Providers are required to submit their applications via PAVE.

The DHCS Non-Medical Transportation site provides all the information you need for enrolling as a NMT provider and registering NMT vehicles: https://www.dhcs.ca.gov/providers-partners/non-medical-transportation-providers/

For more information, visit **DHCS Medical Transportation Provider and Non-Emergency Transportation Provider Application Information** at:
https://www.dhcs.ca.gov/providers-partners/medical-transportation-provider-and-non-emergency-transportation-provider-application-information/

DHCS Medi-Cal FFS Enrollment Requirements

Transportation Providers must be enrolled in Medi-Cal FFS to continue to serve Medi-Cal members transitioning to Medi-Cal FFS. To enroll, providers must complete a provider enrollment application with the DHCS Provider Enrollment Division (PED): https://www.dhcs.ca.gov/providers-partners/provider-enrollment-division-ped/.

If you are already enrolled in Medi-Cal through PED via Provider Application and Validation for Enrollment (PAVE), you may continue to provide services to your members who have transitioned to Medi-Cal FFS and be eligible for reimbursement under Medi-Cal FFS.

If you are not currently enrolled through PAVE, **you must apply and be approved by January 1, 2027,** to be eligible to bill DHCS Medi-Cal FFS.

For more information on **Provider Application and Validation for Enrollment (PAVE)** enrollment, please visit: https://www.dhcs.ca.gov/providers-partners/provider-application-and-validation-for-enrollment/

Medi-Cal FFS Billing

DHCS strongly encourages all providers to familiarize themselves with Medi-Cal FFS billing processes to prepare for billing January 1, 2027 by familiarizing with the following:

- Understanding Medi-Cal FFS billing requirements: https://www.dhcs.ca.gov/providers-partners/tar-billing/
- Reviewing Medi-Cal FFS rates: https://mcweb.apps.prd.cammis.medi-cal.ca.gov/rates?page=1&tab=rates
- Accessing the Medi-Cal Provider Manual and Provider Bulletins: https://mcweb.apps.prd.cammis.medi-cal.ca.gov/publications

Medi-Cal providers have access to billing and claims assistance through DHCS' California Medicaid Management Information System (CA-MMIS) and its contracted Fiscal Intermediary (FI). CA-MMIS and FI staff can assist providers with questions about paper claim submissions, electronic claim submission, and Treatment Authorization Requests (TARs and electronic-TARs, or eTARs).

If you're a NMT or NEMT transportation provider, and you have a billing or eligibility question, call the Telephone Service Center (TSC) at (800) 541-5555, Monday through Friday, except holidays, from 8:00 a.m. to 5:00 p.m.

The DHCS Treatment Authorization Request (TAR) site provides training. TAR forms, instructions for preparing and submitting, and information on the Appeals process.

Resources

DHCS Medi-Cal FFS eligibility questions: NMT and NEMT Providers can email DHCSNMT@dhcs.ca.gov.

Medi-Cal Transportation Services FAQ: https://www.dhcs.ca.gov/services/medi-cal-resources/frequently-asked-questions-for-medi-cal-transportation-services-transportation-provider-faq/

Additional IEHP resources related to the DHCS Medi-Cal Fee-for-Service (FFS) member transition are available for providers at: www.providerservices.iehp.org > Resources > Resources for Providers > Medi-Cal Renewal Process

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

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