

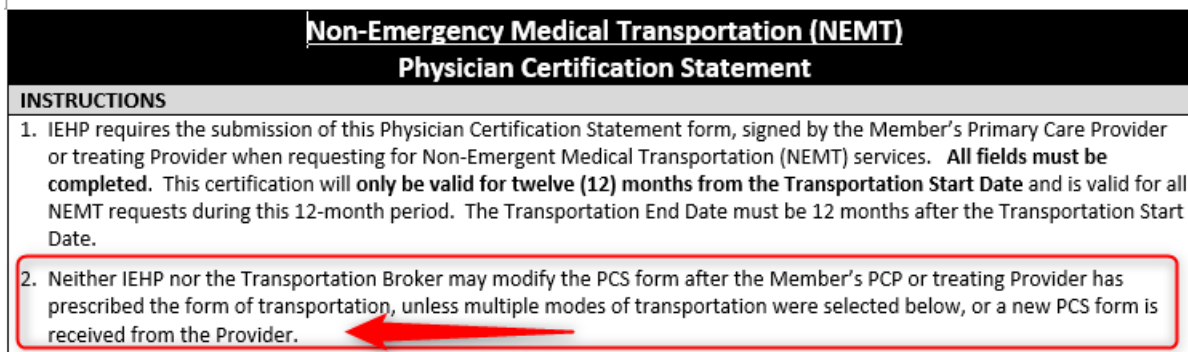


*We heal and inspire the human spirit.*

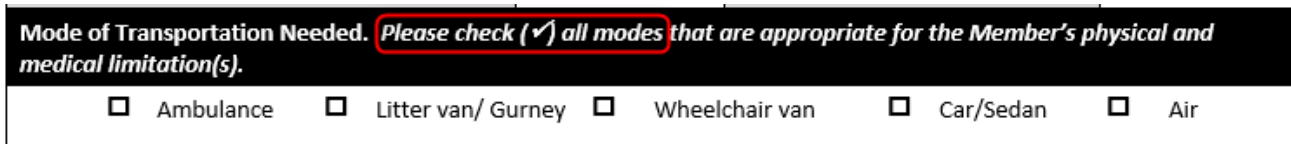
**To:** All Providers  
**From:** IEHP – Provider Relations  
**Date:** October 10, 2023  
**Subject:** Portal Updates: NEMT PCS Form Changes

We would like to inform you of two important changes to the **Non-Emergency Medical Transportation Physician Certification Statement (NEMT PCS) Form** for Transportation Services for Members:

1. In accordance with APL 22-008<sup>i</sup> : **Neither IEHP nor the Transportation Broker may modify the PCS form after the Member’s PCP or treating Provider has prescribed the form of transportation, unless multiple modes of transportation were selected below, or a new PCS form is received from the Provider.**



2. Based on the requirement referenced above, **the NEMT PCS Form has been updated so more than one mode of transportation can now be selected:**



**How to Submit the Form?**

- While the form is available at [iehp.org](http://iehp.org), we encourage Providers to **submit the electronic form via the Provider Portal. If you need assistance, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email Provider [Services@iehp.org](mailto:Services@iehp.org).**
- The PCS NEMT form is good for 12 months, after which time, a new one must be submitted on behalf of the Member, if transportation services are still required.

All communications sent by IEHP can be found at: [www.iehp.org](http://www.iehp.org) > Providers > Plan Updates > Correspondences

As a reminder, all IEHP communications can be found at: [www.iehp.org](http://www.iehp.org) > Providers > Plan Updates > Correspondence

<sup>i</sup> <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPsandPolicyLetters/APL2022/APL22-008.pdf>