



*We heal and inspire the human spirit.*

**To:** All Hospitals & SNFs  
**From:** IEHP – Provider Services  
**Date:** December 9, 2022  
**Subject:** **CORRECTION– New Fax Number for Physician Certification Statements for Non-Emergency Medical Transportation**

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**UPDATE: When requesting Non-Emergent Medical Transportation, please submit the IEHP-approved Physician Certification Statement to IEHP via the updated fax number – (909) 912-1049.**

We encourage, when possible, the submission of PCS forms via IEHP’s secure provider portal, available when verifying Member eligibility.

As a reminder, **effective Thursday, December 1, 2022**, Call the Car (CTC) a local vendor offering non-medical and non-emergency medical transportation is assisting with **all after-hours (Monday – Friday, from 7:00pm - 7:00am & Saturday and Sunday 5:00pm - 8:00am)** transportation for hospital discharges, inter-facility transfers and pick-up from emergency departments when a gurney level of service or below is appropriate.

Contact **Call the Car at 855-490-3817** to coordinate after-hours transportation. To ensure timely coordination and ensure alignment with DHCS All Plan Letter 22-008, please coordinate transportation needs at least three (3) hours before the anticipated discharge time.

This process applies to all IEHP Members, regardless of line of business and assigned IPA, except Kaiser.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054 or (866) 223-4347 or the following IEHP and Call The Car representatives:

IEHP Transportation Services:

- Danielle Ramos, Transportation Services Supervisor: [Ramos-D@iehp.org](mailto:Ramos-D@iehp.org)
- Kelsey Ayala, Transportation Services Supervisor: [Ayala-K@iehp.org](mailto:Ayala-K@iehp.org)
- Mike Grant, Sr. Director, Transportation Services [Grant-M@iehp.org](mailto:Grant-M@iehp.org)

Call the Car:

- Tony Aycock, Account Manager: [Aaycock@callthecar.com](mailto:Aaycock@callthecar.com)
- Michael Fell, VP of Contracting & Operations: [Mfell@callthecar.com](mailto:Mfell@callthecar.com)

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: [www.iehp.org](http://www.iehp.org) > For Providers > Plan Updates > Correspondence