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**To:** All PCPs, Specialists, Behavioral Health Providers & IPAs  
**From:** IEHP – Transportation  
**Date:** January 31, 2023  
**Subject:** **Effective February 1, 2023 - Call The Car (CTC) Will Replace American Logistics Company (ACL) for Member Transportation**

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Effective February 1, 2023, **Call the Car (CTC) will replace American Logistics Company (ACL) for ALL Member Transportation needs.** This process applies to all IEHP Members, regardless of line of business and assigned IPA, except Kaiser.

The number to arrange transportation will remain the same: 1-855-673-3195.

The **PCS NEMT** form needs to be submitted for all NEW transportation requests. **We strongly encourage the submission of PCS forms via IEHP's secure Provider Portal, when verifying Member eligibility.**

**Eligibility**  
Providers must verify eligibility on the Date of Service (DOS) prior to rendering service to an IEHP Member.  
As a reminder, please save a copy of Member's eligibility on the Date of Service (DOS) for your records.  
Eligibility history available from 01/18/2020  
[Other Health Coverage FAQs](#)

**Search Results**  
Verification Number: [redacted] on Jan 18, 2023 at 10:36 AM

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The PCS form can also be faxed to: **(909) 912-1049**.

**IMPORTANT: If you are faxing the PCS form, please make sure to use the current PCS form that is available at [iehp.org](http://iehp.org) > **Provider Resources** > **Forms** > **Non-Emergency Medical Transportation (NEMT) Physician Certification Statement (PCS)**.**

CTC takes calls Monday to Friday from 7am-7pm during normal business hours. For trips outside those hours, the Where's My Ride line accepts calls 24 hours a day, 7 days a week. We ask that calls be made to CTC at least 5 business days before the member's non-urgent medical visit.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054, (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org). As a reminder, all communications sent by IEHP can also be found at: [www.iehp.org](http://www.iehp.org) > For Providers > Plan Updates > Correspondence.