



We heal and inspire the human spirit.

To: All Hospitals, SNFs and Dialysis Providers
From: IEHP – Provider Services
Date: March 23, 2023
Subject: **IEHP Transportation Services - Call the Car**

Inland Empire Health Plan (IEHP) would like to remind you that we are contracted with transportation vendor, Call the Car (CTC) to provide all-inclusive transportation support to all providers including hospitals, SNFs and dialysis providers in IEHP's Network. CTC provides curb-to-curb and door-to-door services, ride shares, wheelchair, and gurney vans with bariatric capabilities, but excludes ambulance-level services.

Call the Car will assist with **all** transportation for hospital discharges, inter-facility transfers and pick-up from emergency departments when a gurney level of service or below is appropriate.

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.

When requesting Non-Emergent Medical Transportation, please submit the IEHP-approved [Physician Certification Statement](#) to **IEHP via fax to: (909) 910-1049** or submit the PCS form via IEHP's Secure Provider portal **when verifying Member's eligibility**.

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

Please note: DHCS recently reported concerns to all California local health plans about members missing their appointments due to transportation concerns. **Dialysis Providers**, please reach out to IEHP's transportation department if a Member does not show for their dialysis chair times so we can assist:

- Fraulien Gamala (951) 374-3254
- Melissa de la Merced (909) 890-2940
- LaRonda Chatwood (909) 256-0943

Also, please reach out to your assigned IEHP review nurse if transportation does not arrive as scheduled.

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:

- Kelsey Ayala, Transportation Services Supervisor: Ayala-K@iehp.org
- Leah Calixto, Director, Transportation Services: Leah.Calixto@iehp.org

Call the Car:

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

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