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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 22-008ⁱ: 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.

	Non-Emergency Medical Transportation (NEMT)									
	Physician Certification Statement									
IN	INSTRUCTIONS									
1.	IEHP requires the submission of this Physician Certification Statement form, signed by the Member's Primary Care Provider or treating Provider when requesting for Non-Emergent Medical Transportation (NEMT) services. All fields must be completed. This certification will only be valid for twelve (12) months from the Transportation Start Date and is valid for all NEMT requests during this 12-month period. The Transportation End Date must be 12 months after the Transportation Start Date.									
2.	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:

Mode of Transportation Needed. Please check (✔) all modes that are appropriate for the Member's physical and medical limitation(s).										
	Ambulance		Litter van/ Gurney		Wheelchair van		Car/Sedan		Air	

How to Submit the Form?

- While the form is available at 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.
- 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 > Providers > Plan Updates > Correspondences

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https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2022/APL22-008.pdf