



Inland Empire Health Plan



To: Medi-Cal IPAs, PCPs, Specialists, BH, SNFs, LTC, Charter, and MPCPs
From: IEHP – Provider Relations
Date: April 26, 2019
Subject: **REMINDER: Physician Certification Statement (PCS) for NEMT Service Request Online Form**

Effective June 1, 2018, IEHP transitioned our ambulatory Members who utilize Non-Medical Transportation (NMT) services to bus passes. Due to this transition, you may see an increase in requests for the PCS form. As a reminder, IEHP implemented the online PCS Form to determine the appropriate level of Non - Emergency Medical Transportation (NEMT) services as a covered benefit for Medi-Cal Members.

- **NEMT Services** is door to door service for Members who require assistance from the driver. NEMT services are defined as transport by Ambulance, Litter Van, Wheelchair Van, and Air.
- **NMT Services** is curb to curb service for Members who do not need assistance from the driver. **NMT Services do not require a PCS form.**

WHAT DO I NEED TO DO?

Make sure Member has a need for the PCS form. Provider should not fillout the PCS form just because the Member asks for one. Remember you will be attesting to the limitations you are putting on the form. You may receive call from IEHP's Medical Director when a follow up call is determined. **When you submit a PCS form, you are saying that a Member requires Door to Door NEMT service and assistance from the driver.**

The PCS form:

- **MUST** be submitted electronically for contracted Providers.
- Step by step instruction on how to fill out the form can be found on the NEMT PCS Roster Page.
- If Member's mode of transport changes, please complete a new PCS NEMT Form.
- Must be completed by the Member's treating Physician who **determines and attests the medical necessity** for transportation services. The following physical and medical conditions may apply but are not limited to: Paraplegic, Hemiplegic, Non-Ambulatory, High fall risk, Poor exercise tolerance, Blind, Medical support (e.g. ventilator, IV), Dementia, and Behavioral Issues.
- **Must be received and approved by IEHP prior to coordination of NEMT services.**
- **Is valid for 12 months from the date of the Physician's signature.**
 - An alert will be present on the NEMT Roster and the Member's Eligibility verification page when the form is within 30 days of expiration.

To access the PCS Form, the treating Physicians must login to the IEHP Secure Provider Portal at <https://providers.iehp.org/account/login>. There are two (2) ways to access the Form:

1. Verifying Eligibility
2. NEMT PCS Roster

If you have any questions, please do not hesitate to contact IEHP Provider Relations Team at (909) 890-2054.