



Provider Notice

June 17, 2026

Physician Certification Statement (PCS) Requirements

This notice is to inform you of an important reminder from the Illinois Department of Healthcare and Family Services (HFS) regarding compliance with statutory requirements under [Public Act 100-0646](#).

Requirement Overview

A [physician certification statement \(PCS\)](#) is required each time a non-emergency transport originates from a hospital or long-term care (LTC) facility.

- The requesting hospital or LTC facility is responsible for completing the PCS form.
- The PCS form must be submitted with every transportation service request to the managed care organization's (MCO) transportation broker. CountyCare's transportation broker is ModivCare.
- The PCS form must clearly certify:
 - Medical necessity
 - Appropriate level of transport

This requirement applies to all members, including both fee-for-service (FFS) and MCO populations.

Compliance Expectations

HFS has emphasized the need for the consistent use of the [PCS form](#), particularly for Medicaid/wheelchair vans and service car transports (page 2 of the PCS form).

Incomplete or missing PCS forms may result in:

- Delays in member transportation.
- Inability to arrange transportation.
- Disruptions in member access to medically necessary care.

To prevent these issues, providers must ensure that a completed [PCS form](#) is submitted with all applicable non-emergency transport requests originating from hospitals or LTC facilities.

Provider Role and Expectations

To ensure compliance and avoid delays in transportation services, hospitals and LTC facilities must:

- **Complete a PCS form for every applicable transport request.**
- Ensure the PCS form is **complete, accurate and submitted in a timely manner** for all transportation requests.
- Collaborate with CountyCare Health Plan to ensure all documentation requirements are met.
 - Submit completed PCS forms to [ModivCare](#) via fax at 877-272-3629



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Our Shared Commitment

We ask for your partnership and diligence in adhering to this requirement. Proper completion and submission of PCS forms help ensure:

- Timely access to medically necessary transportation.
- Avoidance of service disruptions for our members.
- Accurate reporting and compliance with HFS regulations.

Your cooperation is essential to ensuring our members receive the transportation services they need without delay.

Thank you for your continued partnership and commitment to serving our members. If you have questions or need assistance with PCS requirements or submission processes, please contact CountyCare at countycareproviderservices@cookcountyhhs.org or your assigned provider relations representative.