



We heal and inspire the human spirit.

To: Specialists, BH, BHT, Ancillary, ECM, CS, ICF/DD, Vision Providers, Doulas & Hospitals
From: IEHP – Provider Relations
Date: October 23, 2025
Subject: **Mandatory Biennial Provider Training – November 20**

In accordance with DHCS, all Providers are required to take refresher training every two years. We will offer a Mandatory Biennial Provider Training Webinar on **November 20, at 12:00 pm.**

**NOTE: If you have already attended and attested this year,
you are not required to attend for another two years.**

Agenda items include:

- Mission, Vision, and Values
- Provider Support
- Providers' Role, Rights & Responsibilities
- Members' Role, Rights & Responsibilities
- Utilization Management & Care Coordination
- Claims
- Compliance Trainings

Meeting Details	
Date	November 20, 2025
Time	12:00pm-1:30pm
Location	Microsoft Teams Webinar (link will be sent via email the day prior to the meeting)
RSVP via link or QR code by Wednesday, November 19	

For RSVP questions, please email Laura Roque Roque-L@iehp.org

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

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