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To: Medi-Cal PCPs
From: IEHP – Provider Relations
Date: November 6, 2025
Subject: **Required: Optimal Care for Every Community (OCEC) Training & FAQs**

The **Optimal Care for Every Community Training** is IEHP's designated DEI training program and has been released in accordance with the California Department of Health Care Services (DHCS) – All Plan Letter 24-016.

DHCS requires all Plan staff, Subcontractors, Downstream Subcontractors, and Network Providers to complete training on sensitivity, diversity, cultural competency, cultural humility, and health equity regardless of their cultural or professional training and background.

All Network Providers are required to complete this training by December 31, 2025. Thereafter, training must be completed by new providers within 90 days of their start date and once every recredentialing or contracting cycle, if the provider isn't subject to the recredentialing process.

What Does the Training Include?

- IEHP Member Demographics
- Cultural Competence
- IEHP Member Experience
- Social Needs of IEHP Members

How to Access Training

To access our OCEC training, please use your existing LMS account from previous IEHP trainings, such as Medi-Cal for Kids and Teens. If you haven't set up an LMS account with IEHP, instructions follow:

- Please visit <https://iehpprovider.myabsorb.com/>
- Your username is your individual NPI number: [NPI]
- Please agree to the Terms & Conditions
- If you have not previously set up a password, your temporary default password is #IehpAbsorb20!



Training can also be accessed by scanning the QR code with your mobile device.

Once training is completed on LMS, IEHP will automatically be notified of your completion status.

Providers Who Completed Training Through another Health Plan's DEI Training Program

An attestation can be submitted if the provider has completed the training with another plan within San Bernardino and Riverside counties. If so, please submit your attestation, via the following link: [Attestation Form](#).

If you require additional training modalities, please email the IEHP Optimal Care for Every Community Training Team at OptimalCareTraining@iehp.org.

Thank you again for your attention to completing **Optimal Care for Every Community (OCEC) Training** by **December 31, 2025**.

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

All IEHP communications can be found at: www.providerservices.iehp.org > News and Updates > Notices-



Optimal Care for Every Community Training Provider FAQ

1. Q. Why do my team and I need to complete this training?

- a. The Optimal Care for Every Community (OCEC) training is IEHP's designated DEI training program. It meets the California Department of Health Care Services (DHCS) requirement under All Plan Letter 24-016 for providers and staff to complete DEI training. Completing the OCEC training satisfies this mandatory DEI training obligation. Training must be completed within 90 days of the provider's start date and once within every recredentialing cycle.

2. Q. Am I mandated to take this training?

- a. Yes. This training is mandated by California law and DHCS guidance and is intended to support improved care and reduce health disparities among our Members.

3. Q. How often do I have to complete this training?

- a. This training must be completed at initial credentialing, once within every recredentialing cycle, and any time required by changes to DHCS or IEHP policy.

4. Q. Is every provider within a practice required to do the training?

- a. Yes, every individual Provider in a practice is required to complete the training by logging into their LMS account.

5. Q. If I have completed OCEC training with another Plan, do I still need to do so with IEHP?

- a. No. If you have completed OCEC training (or another APL 24-016-related Training) with another health plan within San Bernardino and Riverside counties, please refer to the Provider LMS webpage to complete the [Attestation Form](#).

The screenshot shows the IEHP training completion form. A red box highlights the question "Did you complete this training with another health plan? *". Below this question is a blue button labeled "choose Plan from dropdown" and a grey "Submit" button. A red double-headed arrow points from this section to another "Did you complete this training with another health plan? *" question at the bottom of the form, which also has a "Submit" button. The form includes fields for Course, Name, Title/Role, Tax ID, and a Provider List section with an "Add Provider" button. The IEHP logo is at the top.



Optimal Care for Every Community Training Provider FAQ

6. Q. What is the purpose of this training?

- a. The Inland Empire's diverse population presents unique opportunities and challenges in health care. OCEC training is designed to equip Providers with enhanced skills in sensitivity, cultural competency, humility, and health equity, supporting the delivery of optimal care to all IEHP Members.

7. Q. Is IEHP incentivizing Provider to take this training?

- a. No. There is currently no financial or other incentive for completing this training; participation is a compliance requirement.

8. Q. I just completed this training with IEHP last year. Do I need to take it again?

- a. Yes. All Providers must complete the revised 2025 OCEC training, regardless of prior completion. After this training, future completion will only be required once within every recredentialing cycle.

9. Q. Is this training pertaining to SB 923 – TGI Inclusive Care Act (DHCS APL 24-017 and DMHC APL 24-018)?

- a. No, this training satisfies the California DHCS requirement under All Plan Letter 24-016 for Diversity, Equity, and Inclusion training. The SB 923 TGI Inclusive Care Act training required by APL 24-017 (DHCS) and APL 24-018 (DMHC) is a separate, specific training focused on transgender, gender diverse, and intersex cultural competency.