



We heal and inspire the human spirit.

To: Medi-Cal BH, BHT, Vision, Ancillary & Hospitals
From: IEHP – Provider Relations
Date: November 20, 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-