

To: Provider Network
From: IEHP - Provider Relations
Date: May 6, 2026
Subject: Provider Training Materials Available on IEHP's Secure Portal!

All Provider Training guides, including the Portal and eReferral guides are now housed under Provider Training Materials, arranged by Provider and Product/Line of Business:

Home
Eligibility
Care Management
Rosters
Encounter
Transportation
Enhanced Care Management
Pharmacy
Claims Status
Claim Disputes Status
Referrals
Grievances
Finance
P4P
Interpreter Request
Health & Wellness
Clinical Resources and Tools
Provider Training Materials
Reports

Provider Training Materials

Browse and download training materials, resources, and reference documents available for your provider profile.

Document Name	Type	Size	Action
PCP Training Guide - CCA	PDF	12.77 MB	Download
PCP Training Guide - Medi-Cal _ DSNP	PDF	23.37 MB	Download
Provider Portal Training Guide	PDF	5.5 MB	Download
eReferral - Provider Guide	PDF	1.76 MB	Download

Note: Job aids specific to portal processes, such as interpreter and transportation requests, encounter data submission, etc., are still available under their corresponding tabs:

- Interpreter Requests,
- Transportation,
- Encounter Entry, etc.

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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