



We heal and inspire the human spirit.

To: Medi-Cal Provider Network

From: IEHP – Provider Relations

Date: August 27, 2026

Subject: Reminder: 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.

Completion of this training remains a requirement for all Network Providers. Thereafter, new providers must complete training within 90 days of their start date and once every recredentialing or contracting cycle, if they aren't subject to the recredentialing process.

How to Access Training

Providers: please complete the training via the Provider LMS platform

1) Provider LMS platform access:

 [Please visit the Provider LMS and login](#) 

- Providers must complete the training via the Provider LMS platform
- Your username is your individual NPI number
- Please agree to the Terms & Conditions

Please note: If training is completed via the Provider LMS platform, your attestation is automatically captured upon completion of the training and passing the quiz.

2) Providers that have completed this training with another health plan:

 [Attestation Form](#) 

Please Note: If a provider has already completed this training with another health plan (Molina or Kaiser), within San Bernardino or Riverside Counties, please complete the attestation form via the attestation form link provided above.

1. 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.

2. 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 health 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**.

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-