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To: Provider Network
From: IEHP – Provider Relations
Date: September 10, 2026
Subject: New Training Course Available on Disability Accommodations in Health Care

A new training course, **Supporting Disability Accommodations: Physical Accommodations and Auxiliary Aids for Practitioners Training**, was released in accordance with NCQA Health Outcomes Standard 4, Element C. This training is available in the Provider LMS and focuses on the use of physical disability accommodations and auxiliary aids/services during health care encounters.

Topics covered in the training:

- Understanding Disability Accommodations in Health Care
- Anticipating Physical Accommodation Needs
- Use of Physical Accommodations During Examinations Treatment
- Auxiliary Aids and Services
- Providing Care for Patients Who Use Auxiliary Aids or Services
- Working with Interpreter and Communication Services
- Involving Designated Support Person
- Respectful, Patient-Centered Communication
- IEHP Resources & Contact

How to access the training:

We encourage all practitioners to review this training to strengthen their ability to provide accessible, equitable, respectful, patient-centered, and compliant care for all patients during clinical encounters.

To access the 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!

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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