



We heal and inspire the human spirit.

To: Medi-Cal Providers
From: IEHP – Health Equity Operations
Date: October 29, 2026
Subject: **Optimal Care for Every Community (OCEC) Training – Earn 2 CMEs!**

IEHP is pleased to offer the **Optimal Care for Every Community (OCEC)** training—now **approved for 2 Continuing Medical Education (CME) credits!**

Why Complete OCEC?

- **Earn 2 CME credits** recognized through our accreditation partner (Loma Linda University School of Medicine).
- Strengthen your skills in **cultural competency, cultural humility, sensitivity, diversity, and health equity**—core elements for improving patient outcomes.
- Meet the **mandatory DEI training requirement** for all Providers delivering services to IEHP Members under **DHCS APL 24-016**.
- Support your practice's compliance, credentialing continuity, and alignment with IEHP's Quality and Member Experience goals.

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. Live Virtual or In-Person Sessions are available.

To schedule a session, email: **OptimalCareTraining@IEHP.org**

3. 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**.

Accreditation Statement

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of Loma Linda University School of Medicine and Inland Empire Health Plan. The Loma Linda University School of Medicine is accredited by the ACCME to provide continuing medical education for physicians.

The Loma Linda University School of Medicine designates this Enduring Material for a maximum of 2.0 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Disclosure Statement

In accordance with the ACCME Standards for Integrity and Independence in Accredited Continuing Education, Loma Linda University School of Medicine has identified and mitigated all relevant financial relationships with ineligible companies for individuals in control of educational content prior to the activity.

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. 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.

6. Q. Is IEHP incentivizing Providers to take this training?

- a. While there is currently no financial incentive for completing this training, Providers can earn 2 CMEs upon completion.

7. 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.

8. 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.



Optimal Care for Every Community Training Provider FAQ

9. 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 Inland Empire Health Plan training completion form. The form includes fields for Course, Name, Title/Role, Practice Tax ID, and Tax ID. A callout box on the right highlights the question "Did you complete this training with another health plan? *" with a red border. Below this question is a blue button labeled "choose Plan from dropdown" and a grey "Submit" button. A red double-headed arrow points from the callout box to the same question on the main form, which also has a "Submit" button below it.