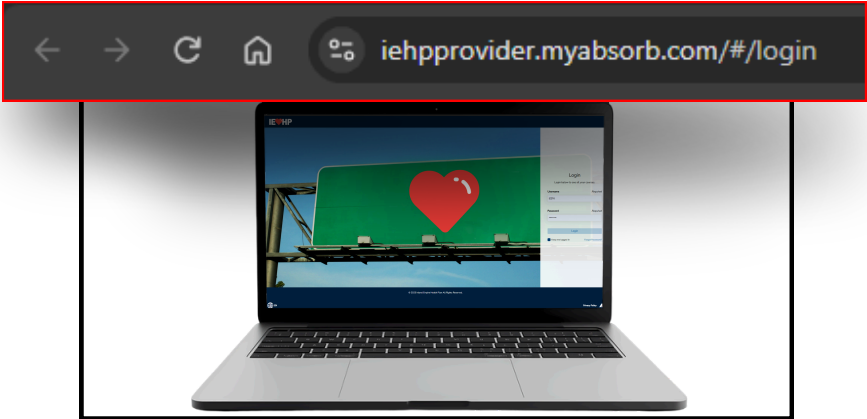
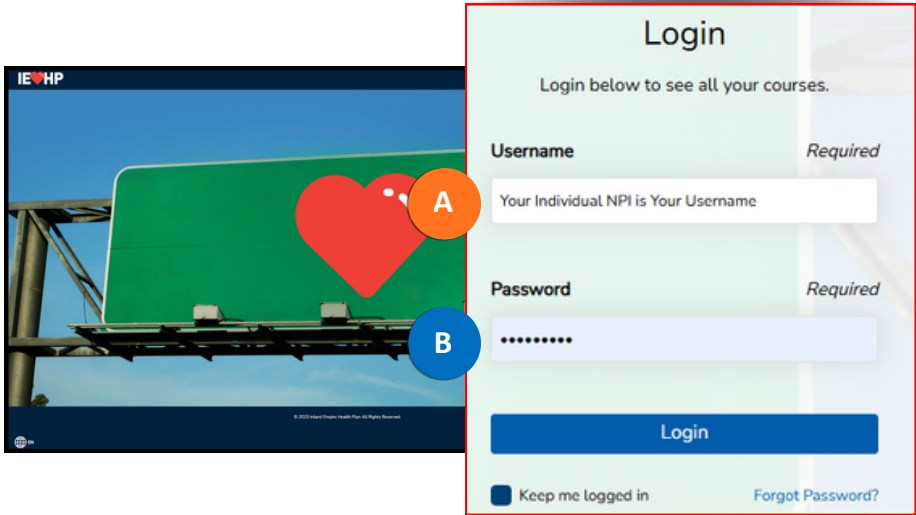
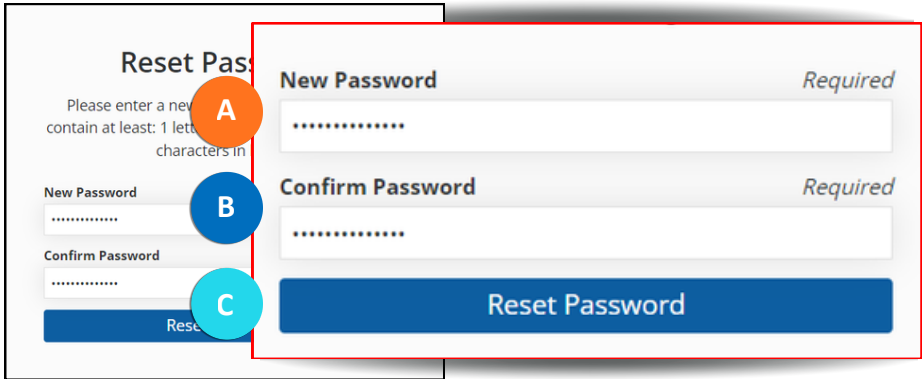


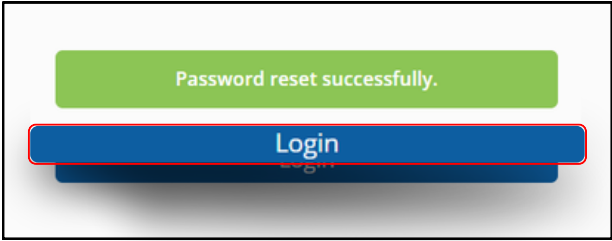
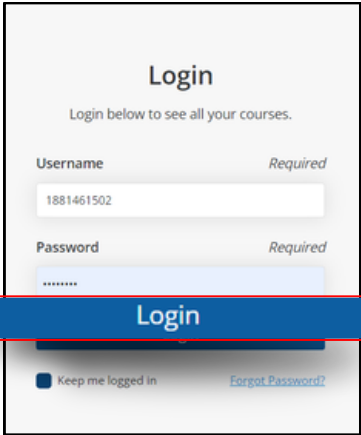
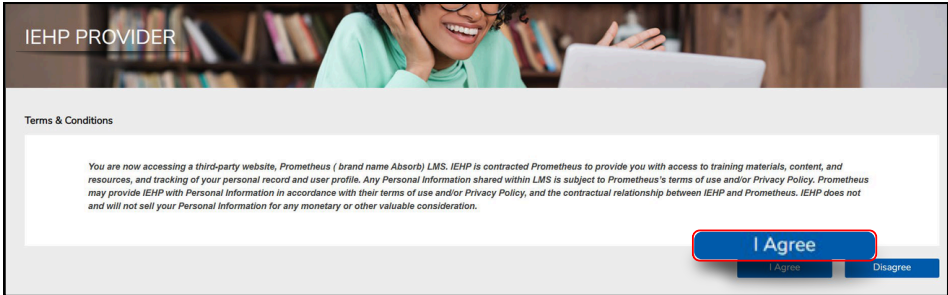
PROVIDER SUPPORT GUIDE

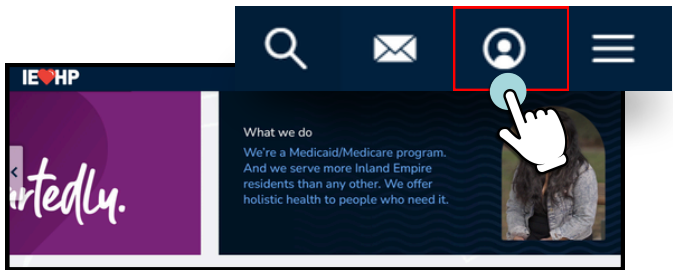
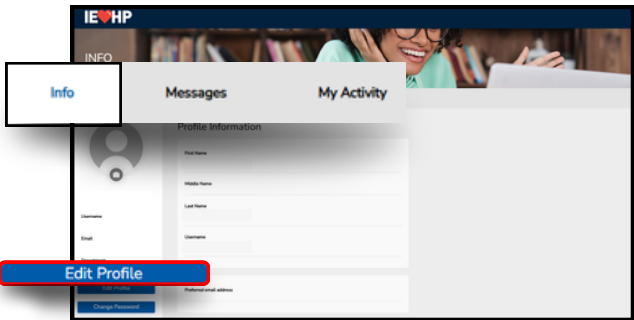
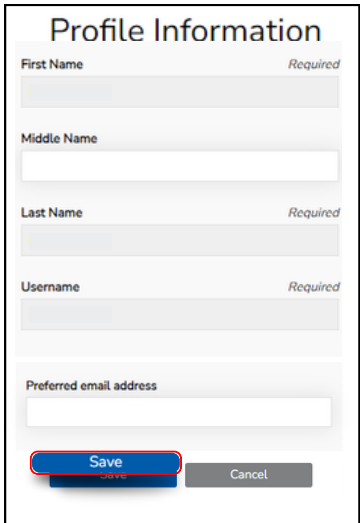
 Inland Empire Health Plan	ACCESS PROCEDURES: PROVIDER LMS
PROCESS DETAILS	
SYSTEM REQUIREMENTS	<ul style="list-style-type: none">• A stable internet connection• A supported web browser: Safari, Google Chrome, Microsoft Edge, Firefox• Your Provider NPI and temporary LMS password• Access to email (recommended for password resets and LMS notifications)
LEARNING OBJECTIVES	<ul style="list-style-type: none">• Learn how to log into the Provider LMS and access required training.• Update your account information to improve your LMS experience.• Locate, start, and complete mandatory courses.• Track your course progress and return to training when needed.
BACKGROUND	<p>The Provider Learning Management System (LMS) is designed to help providers access required training quickly and easily. This guide walks you through logging in, updating your account information, accessing mandatory courses, and tracking your training progress.</p>

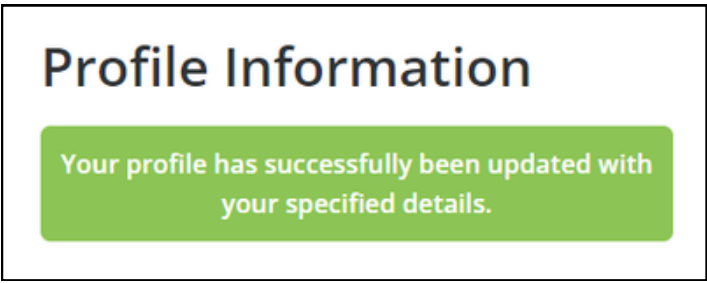
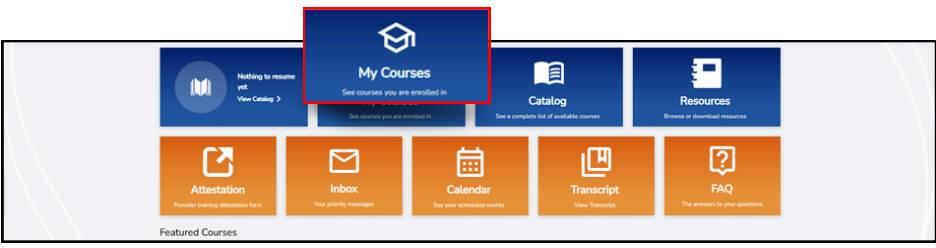
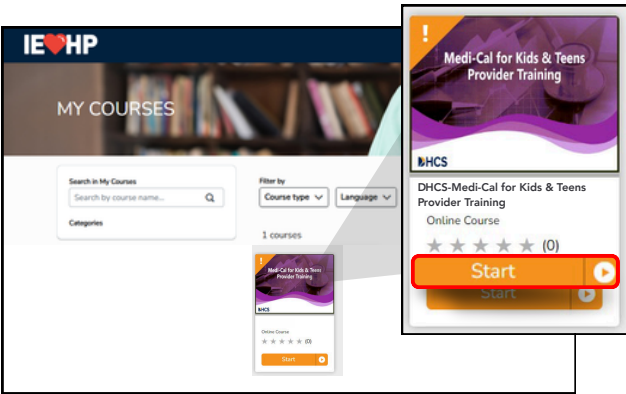
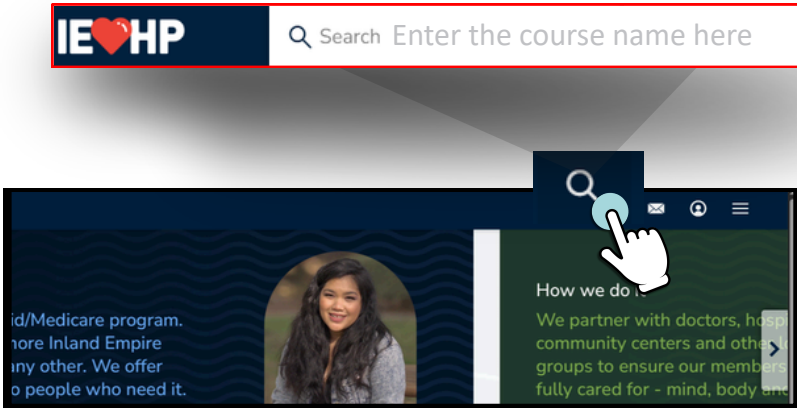
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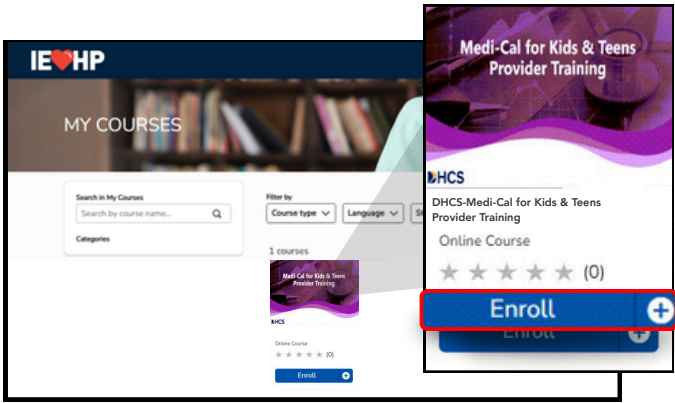
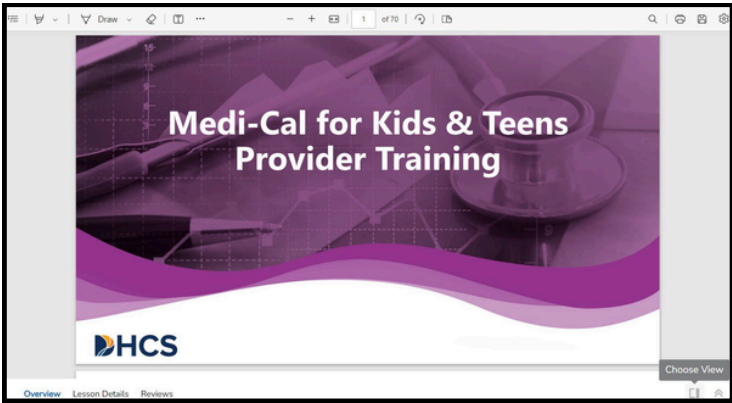
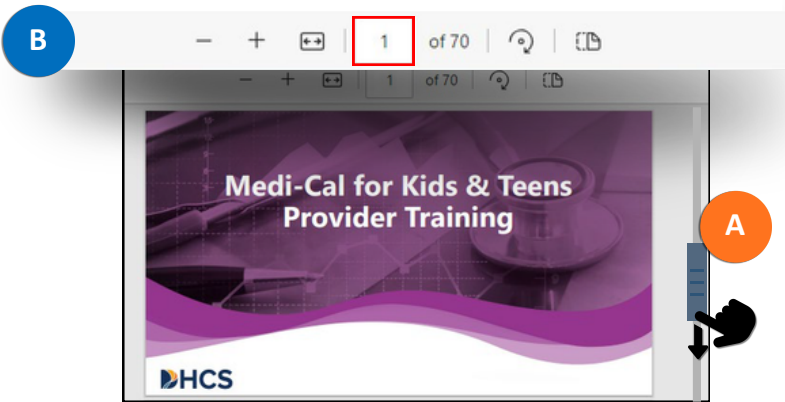
***Disclaimer:** This document is subject to change as the department processes evolve.*

STEPS	EXAMPLE/KEY POINTS
LMS PROVIDER PORTAL LOGIN	
<p>1. Click the link below (or type it into your browser) to access the Provider LMS.</p> <p>https://iehpprovider.myabsorb.com/#/login</p>	
<p>2. Log in using the username and temporary default password provided on the Provider LMS.</p> <p>A. Your Username is your individual Provider NPI number</p> <p>B. First-time users should log in with the temporary password: #IehpAbsorb20!</p>	
<p>3. You'll be prompted to reset your password.</p> <p>A. Enter your new password in the "New Password" box</p> <p>B. Confirm it in the "Confirm Password" box</p> <p>C. Click "Reset Password"</p>	

STEPS	EXAMPLE/KEY POINTS
<p>4. The screen will show that the Password reset Successfully. You will be automatically logged out. Click Login.</p>	
<p>5. Manually log in using the same username (individual Provider NPI number) and the new password you just created. Click Login.</p>	
<p>6. You will be directed to a page titled <i>IEHP Provider</i>. Please Select "I Agree" to continue. If you choose "<i>Disagree</i>," you will return to the login page.</p>	 <div data-bbox="664 1478 1440 1650">  <p>Selecting 'I Agree' is required to access the LMS. If you can't accept them, please select an alternative training option.</p> </div>

STEPS	EXAMPLE/KEY POINTS
LMS PROVIDER PORTAL LOGIN	
UPDATING ACCOUNT EMAIL	
<p>1. Updating your email is optional, but highly recommended. To update your email, Click the profile icon in the top-right corner.</p>	 <div>  <p>Updating your email address in the LMS improves your experience by allowing you to receive direct communications about required training, reset your password without needing technical support, and receive alerts and notifications related to your training progress.</p> </div>
<p>2. Under the Info tab on the left-hand side of the screen, Click “Edit Profile”.</p>	
<p>3. A dialog box will open. Complete the “Required” fields, enter your preferred email, and Click “Save”.</p>	

STEPS	EXAMPLE/KEY POINTS
<p>4. A green box will appear under Profile Information stating that the profile has been successfully updated!</p>	
MANDATORY LMS COURSES	
<p>1. From the homepage, Click on "My Courses" to access a list of all mandatory courses assigned to you.</p>	
<p>2. You will see a list of your assigned courses (for this example, the DHCS-Medi-Cal for Kids & Teens Provider Training is displayed). Select "Start" to begin.</p>	
<p>3. If you don't see the course under My Courses, use the Search Bar to look it up by name.</p>	

STEPS	EXAMPLE/KEY POINTS
<p>4. After completing the previous step, you will arrive at “My Courses,” where the course you searched for will be displayed. Click on “Enroll” to begin the course.</p>	
COURSE PROGRESS	
<p>1. Open the training, review all materials, and complete the course. The evaluation at the end is optional. Display may vary by browser.</p>	
<p>2. You don't need to complete courses in one session. Your progress is saved automatically in eCourses. For PDFs such as Medi-Cal for Kids & Teens, scroll to your last position (A) or enter the page number (B) to resume where you left off.</p>	

STEPS	EXAMPLE/KEY POINTS
<p>4. Once you have successfully completed the course and exited the lesson, it will be marked as completed.</p>	<div data-bbox="673 331 1369 730"> <p>The screenshot shows the 'MY COURSES' section of the IEHP LMS. It includes a search bar, filters for course type and language, and a list of courses. One course, 'Medi-Cal for Kids & Teens Provider Training', is highlighted with a green 'Completed' status and a checkmark.</p> </div> <div data-bbox="584 745 1485 892"> <p> For assistance with any issues, please contact the Provider Call Center at 909-890-2054 or 866-223-4347 (toll-free).</p> </div>
END OF PROCESS	