



A Public Entity

Inland Empire Health Plan



To: DualChoice IPAs, PCPs, Specialists, and Behavioral Health Providers
From: IEHP – Provider Relations
Date: January 6, 2020
Subject: Training Requirement Update – IEHP Guidelines for Care Management

The Centers for Medicare and Medicaid Services (CMS) and the Department of Health Care Services (DHCS) require the Inland Empire Health Plan to ensure **that health plan staff, delegated IPAs and network Providers are appropriately trained on the health plan’s care model for IEHP DualChoice Cal MediConnect Plan (Medicare-Medicaid Plan) Members to ensure coordination and delivery of all applicable services and benefits.**

In response to this requirement and for your convenience, IEHP makes an online and printable learning module titled “**Guidelines for Care Management**” accessible to you and your staff through the IEHP website. This training includes but is not limited to the following topics:

- Person-centered planning processes;
- Cultural competence;
- Accessibility and accommodations;
- Independent living;
- Recovery and wellness principles;
- Long-term services and support programs;
- Member self-direction; and
- Dementia care

How does this requirement impact IPAs and Providers?

Pursuant to this policy, MA_12A7, “Care Management Requirements – Guidelines for Care Management Training,” you and your staff must complete this training initially and annually, thereafter. The appropriate staff and Providers to receive this training include but are not limited to the following:

- Utilization Management Staff (outpatient, inpatient);
- Care Management Staff;
- Behavioral Health Staff;
- Member/Customer Service Staff; and
- All network Providers (both PCP and Specialty Care Providers)

This training is also part of the Initial Provider In-Service Training for new Providers. We ask that you complete this year’s training as soon as possible.

Training Material

Simply follow this path to access the online and printable learning module: www.iehp.org > **For Providers** > **Provider Resources** > **Compliance** > **IEHP Guidelines for Care Management Training**

IMPORTANT: If you have not completed and returned your Acknowledgement of Receipt (AOR) to IEHP, please refer to the communication dated September 30, 2019 for instructions and **return the AOR immediately to providerservices@iehp.org or**

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054, Monday through Friday between 8AM and 5PM, or via email at ProviderServices@iehp.org.