



To: Medicare IPAs, PCPs, Specialists and Behavioral Health Providers
From: IEHP – Provider Relations
Date: April 4, 2019
Subject: **Training Requirement – 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, IEHP has developed a computer-based training titled "Guidelines for Care Management," which 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?

All delegated Medicare IPAs, their staff (employed, contracted, or non-contracted) and network Providers 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 has been made part of the Initial Provider In-Service Training for new Providers. Going forward, existing IPAs and network Providers will receive this training through the annual distribution of the IEHP Provider Policy Manual. To serve as your annual training for 2019, please ensure that your staff and network Providers complete this training **by May 31, 2019**.

Training Material

Simply follow this path to access the CBT: www.iehp.org > For Providers > Provider Resources > Compliance > 2019 IEHP Guidelines for Care Management Training

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.