

August 25, 2025

Bulletin 8.8, L.A. Care Providers, DEI Training

L.A. Care Diversity, Equity, and Inclusion (DEI) Training ACTION Due: 11/3/25

The department of Health Care services (DHCS) now requires all providers caring for Medi-Cal members to complete mandatory training for Diversity, Equity, and Inclusion (DEI) as outlined in All Plan Letter (APL) 24-016.

Please see the attached notice from L.A. Care for additional information.

What Do You Need to Do?

1. Watch the recorded training, ***Inclusive Approaches to Achieving Health Equity in Los Angeles County*** in the attached flyer: <https://lacare.wistia.com/medias/jjoajitmr0>
2. Complete the attached L.A. Care Attestation and Sign in Sheet. Attestation sheet may be signed by an Administrator on behalf of all staff required to complete the training, but each practitioner must sign the sign in sheet.
3. E-mail externallearning@lacare.org and providerinfo@prospectmedical.com with the attached attestation and sign in sheet – due on or before **November 3, 2025**.

Please review the DEI Frequently Asked Questions attached. If you have additional questions about this training, you may contact HealthEquity@lacare.org or ProviderInfo@prospectmedical.com or call (800) 708-3230, prompt 1, then prompt 7.

Thank you for your cooperation in ensuring compliance is met.

Sincerely,
Prospect Health

This publication is not intended to replace any contents in the Provider Manual or conflict with any requirements outlined in your signed agreement with Prospect Health. If you have any questions or suggestions for our upcoming **PROVIDER focus**, please feel free to contact the Network Management at (800) 708-3230, prompt 1 then 7 or email to providerinfo@prospectmedical.com. This bulletin and previous versions of **PROVIDER focus** are also available at www.prospectmedical.com.

August 19, 2025

Dear Valued Providers,

Thank you for the care you provide to our members. Your clinical expertise plays a vital role in advancing health equity for our patients. To support your critical role, the Department of Health Care Services (DHCS) now requires all providers caring for Medi-Cal members to complete this mandatory training. As outlined in All Plan Letter (APL) 24-016, L.A. Care Health Plan's (L.A. Care) training is less than 60 minutes in duration.

This is a mandatory training per DHCS for licensed clinical staff.

Administrator

If you are an administrator, please ensure this training and information are shared with all licensed health care staff in your organization. Staff members **without** licenses are encouraged but not required to complete the training; however, an attestation is not required for them.

Staff members that are licensed need to complete the training with the following credentials:

- BCBA's
- DC
- DO's
- LCSW's
- LEP's
- LMFT's
- LPCC's
- MD's
- NP's
- PA's
- PhD's
- PsyD's
- RN's

Steps for Training Credit

Below are the four (4) steps to receive credit for this training.

1. Watch the recorded training, *Inclusive Approaches to Achieving Health Equity in Los Angeles County*, [here](#).
2. Complete the "L.A. Care Health Plan Sign-In Sheet" with full name and individual National Provider Identifier (NPI) for all staff required to complete. Individual NPIs are needed for credit, not your organization's NPI.



3. Administrator should complete and sign one (1) "Attestation for L.A. Care Health Plan Trainings" on behalf of all staff required to complete the training.
4. Email externallearning@lacare.org with attached sign-in sheet and attestation.

We ask that you complete these steps by **November 3, 2025**.

Reduced Provider Abrasion

As a Los Angeles County Medi-Cal provider you only need to complete the APL 24-016 training with one of the following Health Plans:

- Anthem Blue Cross
- Blue Shield of California Promise Health Plan
- Health Net
- Kaiser Permanente
- L.A. Care Health Plan (L.A. Care)
- Molina Healthcare

Questions?

Please reference the attached Frequently Asked Questions (FAQs), or email HealthEquity@lacare.org for additional questions.

Thank you for your ongoing commitment to providing the best care to our members.

L.A. Care Health Plan



Attestation for L.A. Care Health Plan Trainings

As a contracted entity with L.A. Care Health Plan, you and your staff must participate in the New Provider Training as part of the onboarding process, and when Ad hoc trainings or updates are required. You must have all required staff in attendance of training(s), legibly complete the sign-in sheet (All Fields), and the facilitator or Office Manager must attest below that the staff listed on the corresponding sign-in sheet were in attendance for the entire presentation

Signing this attestation confirms that you and your staff have completed the required training. If applicable, have received and reviewed “The New Provider Orientation Handbook and Universal Provider Manual to include but is not limited to distribution of member rights and responsibilities statement to the new practitioner provided by L.A. Care Health Plan.” As part of L.A. Care Health Plan’s oversight and monitoring activities, L.A. Care Health Plan will review sign-in sheets, attestations, and any other corresponding materials to ensure they are complete, accurate, true, and meet any required deadlines.

Please indicate which training has been completed by you and your staff.

New Provider Onboarding Training (NPOT)

Date Completed: _____

L.A. Care Health Plan Diversity, Equity,
and Inclusion (DEI)/Health Equity Training

Date Completed: _____

L.A. Care Health Model of Care Training (MOC)

Date Completed: _____

General Annual Compliance Training (GACT)

Date Completed: _____

(Fraud, Waste and Abuse, General Compliance Training, False Claims Act) Distribution of Policies/Procedures and or Standard of Conducts).

Medi-Cal for Kids and Teens Provider Training

Date Completed: _____

Other _____ Date Completed: _____

By signing below, I attest that staff listed on the corresponding sign-in sheet representing my organization, have completed and/or received and reviewed the training listed above.

I attest that my organization will furnish copies of sign-in sheets, attestations, and any other related material at the request of L.A. Care Health Plan.

Name of Organization: _____

Name, Title/Credentials: _____

Signature: _____ Date: _____

Email: _____ Phone: _____



L.A. Care
HEALTH PLAN®

For All of L.A.

L.A. Care Health Plan Sign-In Sheet

Name of PPG/PCP/Specialist/Hospital/Other: _____

Training Name: Diversity, Equity, and Inclusion (DEI)

Facilitator Name: _____

Facilitator Contact Number: _____

Training Location: _____

Date of Training: _____ Time of Training: _____

Print Name (First and Last)	Signature	NPI	Job Title and Credentials	Email Address

By signing your name above, you attest that you have completed the training or attended the event indicated on this sign-in sheet.

Print Name (First and Last)	Signature	NPI	Job Title and Credentials	Email Address

By signing your name above, you attest that you have completed the training or attended the event indicated on this sign-in sheet.

DIVERSITY, EQUITY, and INCLUSION (DEI)/HEALTH EQUITY PROVIDER TRAINING FREQUENTLY ASKED QUESTIONS (FAQs)

The following are commonly asked questions regarding L.A. Care's Diversity, Equity, and Inclusion (DEI)/Health Equity training to providers.

1. What is the Diversity, Equity, and Inclusion/Health Equity training?

The California Department of Health Care Services (DHCS) issued a requirement of the health plans that states all Managed Care Plans (MCPs) must implement a Diversity, Equity, and Inclusion (DEI)/Health Equity training program for our providers, subcontractors and downstream subcontractors. This includes our Participating Physician Groups (PPGs) and many of our vendors.

Additionally, L.A. Care is committed to addressing health equity for the members we serve. This state requirement aligns with L.A. Care's *Health Equity and Disparities Mitigation Plan* that outlines our commitment and activities to improve health equity.

For more information you can research DHCS All Plan Letter, (APL) 24-016¹.

2. How are the federal changes on Diversity, Equity, and Inclusion going to impact the requirement of this training? Will the State still move forward with this required training?

Caring for Los Angeles County's most vulnerable residents is central to our mission and aligns with the commitment we know many of our providers share. At this time, recent federal changes are not affecting the DHCS state requirement and there has been no indication from DHCS that the implementation of the DEI/Health Equity training will be paused or delayed. We remain committed to delivering and sharing this important training.

3. What topics will the training cover? About how long is the length of the training?

The training will cover a range of important topics, including health-related social needs, disparity impacts, structural and institutional racism, implicit bias, LGBTQ+ concerns, traditional home remedies and more. The training will last no longer than 75 minutes.

¹ <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL%202024/APL24-016.pdf>

4. How long is the training?

L.A. Care's training is less than an hour.

5. When will I receive the training?

The training will be sent out in fall of 2025

6. What if I am also contracted with another managed care health plan in Los Angeles County?

As a Los Angeles County Medi-Cal provider you can complete this training with another Los Angeles County health plan, including Anthem Blue Cross, Blue Shield of California Promise Health Plan, Health Net, Molina Healthcare, or Kaiser Permanente.

7. What if I already completed a DEI/Health Equity training with my organization?

DHCS is requiring the training curriculum meet certain health equity topics. L. A. Care must review your DEI/Health Equity training to ensure that it meets the DHCS requirements. You will get an official communication if your organization's DEI/Health Equity training will be accepted. If it is not accepted, you will be required to complete L.A. Care's or one of the other managed care plans trainings. Please email training curriculum and any supporting documentation to HealthEquity@lacare.org for discussion and review.

8. When do I need to complete the DEI/Health Equity training?

Established providers will need to complete the training by the end of 2025. New providers will need to complete the DEI/Health Equity training within 90 days of their start date. Thereafter, one (1) only needs to be trained every three (3) years.

9. For Hospitals – Who needs to complete the DEI/Health Equity training?

Staff that is licensed health care professionals with the following credentials:

- | | |
|---------|---------|
| • MDs | • LCSWs |
| • DOs | • LMFTs |
| • PAs | • LPCCs |
| • PsyDs | • LEPs |
| • PhDs | • BCBAs |
| • NPs | • DC |
| • RNs | |

10. What if I have additional questions about the DEI/Health Equity training?

Please email HealthEquity@lacare.org with questions

Quick Reference Guide

Inclusive Approaches to Achieving Health Equity in Los Angeles County

External Learners

1

Course URL

Copy & Paste or Click on the link below to access the training (Google Chrome is strongly recommended):

<https://lacare.wistia.com/medias/jjoajitmr0>

This training is being conducted through the Wistia portal **NOT** in L.A. Care University.

IMPORTANT: *Plan to complete the training within one sitting. The course may not bookmark your place.*

2

Registration Process

Insert your first name, last name and email as shown below:



Note: If you end the session without completing the training, you may lose your progress and you may need to re-register then start the course over.

3

Audio

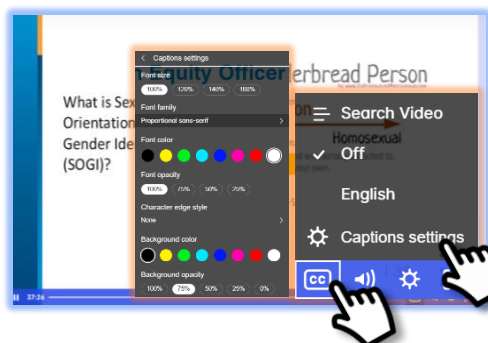
Turn on your device's computer audio and click on the speaker icon to adjust the volume of your training.



4

Closed Captions

Click on the closed captions icon to enable subtitles, adjust color, font size and other caption settings.



5

Speed and Navigation Bar

Click on the gear icon to adjust course speed and video quality. Use the navigation bar to revisit prior sections.



Full Screen

Click on the full screen icon to view the course in full screen. **Tip:** You can click (ESC Key) to exit out at any time.



Tips when taking this training:

Tip 1: Use Google Chrome for the training. (Do **NOT** use Internet Explorer, Microsoft Edge, or Firefox as they may not be supported and may not record completion; you will not receive credit if completion is not recorded).

Tip 2: Plan to complete the training within one sitting. For security purposes, the course may time out due to inactivity after 30 minutes. If you need to step away, close the browser window and your course will resume where you left off.

Tip 3: When the training is in progress, do not close or navigate away from your main course window, as it may not record your progress or completion.

Tip 4: Take notes.

Tip 5: When the course is completed, take a screenshot of the last slide, just in case the course does not register as complete.

Tip 6: Do not launch multiple trainings at the same time.

Tip 7: Adjust audio, enable closed captions, font color and other settings when launching this course.

If you would like assistance or have any questions, please email healthequity@lacare.org.

For more information on APL-24-016, please visit [here](#).