



We heal and inspire the human spirit.

To: All IEHP Providers

From: Provider Communication

Date: November 20, 2023

Subject: REMINDER! Diversity, Equity, and Inclusion Training: Now Available Online!

This is a reminder that IEHP's Diversity, Equity, and Inclusion (DEI) training is available online. If you completed the training and submitted an attestation, please disregard this notice. The training is aimed at educating Providers on the cultural diversity of our Members while raising awareness of our cultural and linguistic policies and resources.

This training is designed to meet the National Committee of Quality Assurance's (NCQA) Health Equity measures and requirements. After completing the training, Providers will be able to offer medically necessary and covered services to all our Members in a culturally and linguistically appropriate manner.

The training is structured around six essential areas to help Providers better understand the needs of our Members. These areas include:

- IEHP Membership Overview
- Culture and Cultural Competence
- Communication
- Cultural Competence and the LGBTQ Communities
- Race, Ethnicity, Faith & National Origin
- Seniors and Persons with Disabilities (SPDs)

Deadline to complete DEI training is December 31, 2023. To access the eCourse, click on the link below:

- [IEHP - Diversity, Equity and Inclusion Training](#)

Or visit our website at:

www.ProviderServices.iehp.org > Provider Central > Provider Manuals and Training > Diversity, Equity and Inclusion Training.

An attestation certifying the completion of the training will be offered at the end of the training along with instructions on how to submit the attestation to IEHP.

As a reminder, all IEHP communications can be found at: www.providerservices.iehp.org > Provider Central > News and Updates > Notices

If you have any questions, please do not hesitate to contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org