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To: All IEHP DualChoice Providers
From: IEHP – Provider Relations
Date: January 10, 2023
Subject: **IEHP DualChoice (D-SNP) Model of Care Training Requirement**

Inland Empire Health Plan (IEHP) is pleased to announce that **Model of Care (MOC) Training** is now available for IEHP DualChoice IPAs, hospitals, providers, and staff. The MOC training details the **IPA, hospital and provider roles and responsibilities** as part of an IEHP DualChoice member’s care team.

Please refer to **Policy MA_12A6, “Care Management Requirements – Model of Care Training”** for more information.

The MOC training is available in **online learning (HTML) or printable (PDF)** formats: www.iehp.org> Providers > Provider Resources > IEHP DualChoice – Model of Care or [click here](#). IEHP is requesting for training to be completed by **January 21, 2023**.

IEHP DualChoice (HMO D-SNP) Model of Care Training

The Centers for Medicare & Medicaid Services (CMS), the Department of Health Care Services (DHCS) and the National Committee for Quality Assurance (NCQA) require that IEHP staff and contracted consultants/vendors, our Medicare IPAs, Hospitals/SNFs, and Providers, receive training on the Plan’s Model of Care for our D-SNP Members:

- [Interdisciplinary Care Team \(ICT\) Fact Sheet \(PDF\)](#)
- [IEHP DualChoice \(HMO D-SNP\) Model of Care Training \(PDF\)](#)
- [IEHP DualChoice \(HMO D-SNP\) Model of Care Training \(HTML\)](#)

*We recommend opening file in: Mozilla Firefox, MS Edge, Chrome or MS Internet Explorer

In addition to your timely completion of MOC training, we ask that you also submit your 2023 Provider Manual Acknowledgement of Receipt (AOR) by **January 16, 2023**, for a chance to win a \$50 gift card. This AOR signifies your receipt and review of the IEHP Provider Policy and Procedures Manuals and Trainings. Please see our communication dated January 4, 2023, **“Last Chance to Win a \$50 Gift Card: Submit 2023 Provider Manual Acknowledgement of Receipt (AOR)”** for more information.

As a reminder, all communications sent by IEHP can also be found at: www.iehp.org > For Providers > Plan Updates > Correspondence.

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