



**To:** Medicare IPAs  
**From:** IEHP – Provider Relations  
**Date:** March 25, 2019  
**Subject:** **CMS Readiness Checklist for Part C and Part D Organization Determinations, Appeals, & Grievance Training**

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To comply with the 2019 CMS Readiness Checklist item for Part C and Part D Organization Determinations, Appeals, & Grievance Training, the CMS requirement states: *“An organization’s MCO, staff involved with initial coverage/organization decisions, appeals, and grievances, and CSRs, should be trained in Part C and Part D processes. CMS provides two optional web-based training courses below to supplement in-house training. CMS strongly suggests that MCOs incorporate these courses into their existing in-house training and use the certificate to track course completion within the organization.”*

This notice is being sent to our IPAs to require that you take the Part C and D training offered through the Medicare Learning Network (MLN). IPAs are expected to keep a certificate of completion after completing the training, which will be audited during the annual Delegation Oversight Audit (DOA). Policy updates and annual DOA tools are in the process of being updated to reflect this change and will be released soon.

Below are links to the MLN website as well as account creation instructions:

- MLN website: <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/WebBasedTraining.html>
- How to create an account instructions: <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/LMPOS-FAQs-Booklet-ICN909182.pdf>

As a reminder, all communications sent by IEHP can also be found on our Provider portal at the following address: <https://www.iehp.org/en/providers/plan-updates>.

If you have any questions, please contact the IEHP Provider Relations Team at (909) 890-2054.