

IE ♥ HP

Guidelines for Care Management Training Access Instructions



Created Date: April 2019

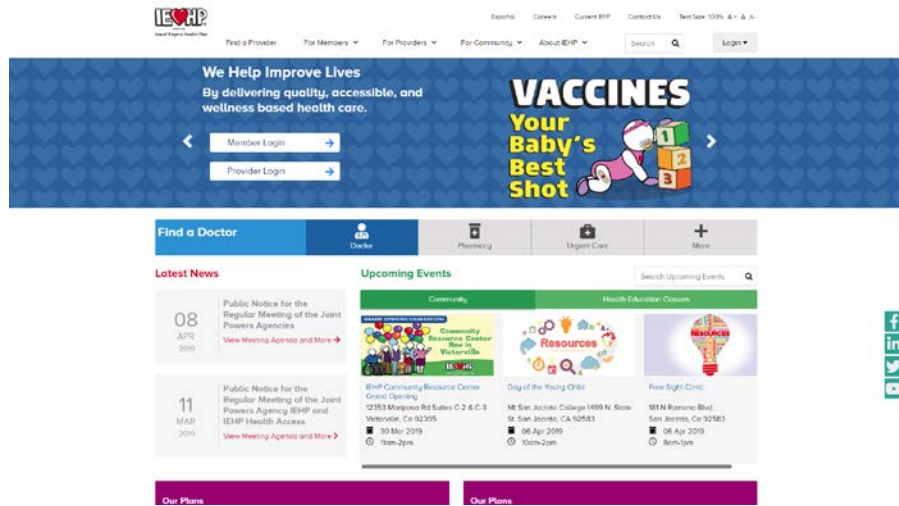
Guidelines for Care Management Training Access Instructions

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NOTE: You will need Adobe Acrobat Reader 6.0 or later to view the PDF file.

Guidelines for Care Management Training

1. Go to www.IEHP.org.



2. Hover over **For Providers** and click on **Provider Resources**.



3. Click on the **Compliance Tab** and scroll down to **Guidelines for Care Management Training** section and click on the link “2019 IEHP Guidelines for Care Management Training (PDF)”.

Guidelines for Care Management Training

The Centers for Medicare & Medicaid Services (CMS) and the Department of Health Care Services (DHCS) require that IEHP staff and contracted Delegates, Practitioners, and Providers receive training on the Cal MediConnect program and IEHP’s model of care:

- [Interdisciplinary Care Team \(ICT\) Fact Sheet \(PDF\)](#)
- [2019 IEHP Guidelines for Care Management Training \(PDF\)](#)

(Please note: training must be opened from the user's Downloads folder to display accurately).

Browser Instructions

Chrome

If you are using the Chrome browser and receive a blank screen when opening the PDF, please go into your Computer's downloads folder to open the file.

1. Click on the link "2019 IEHP Guidelines for Care Management Training (PDF)".

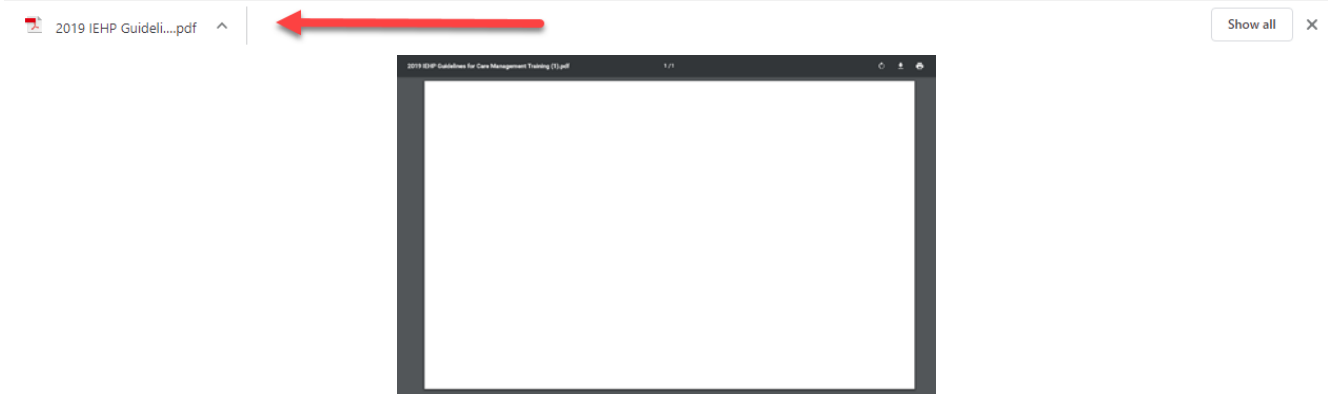
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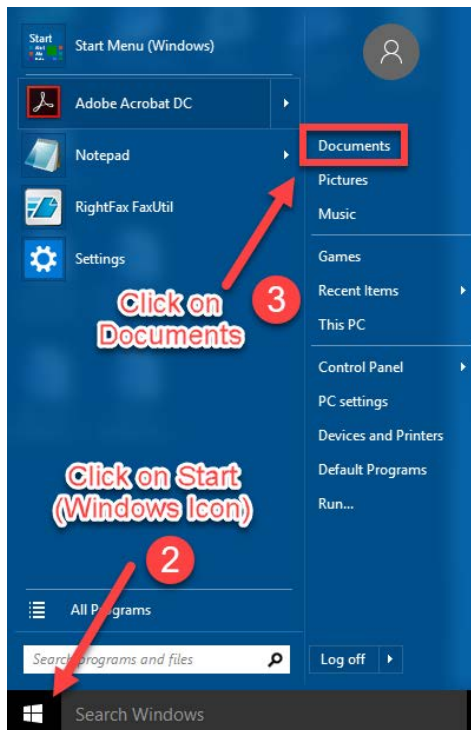
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1

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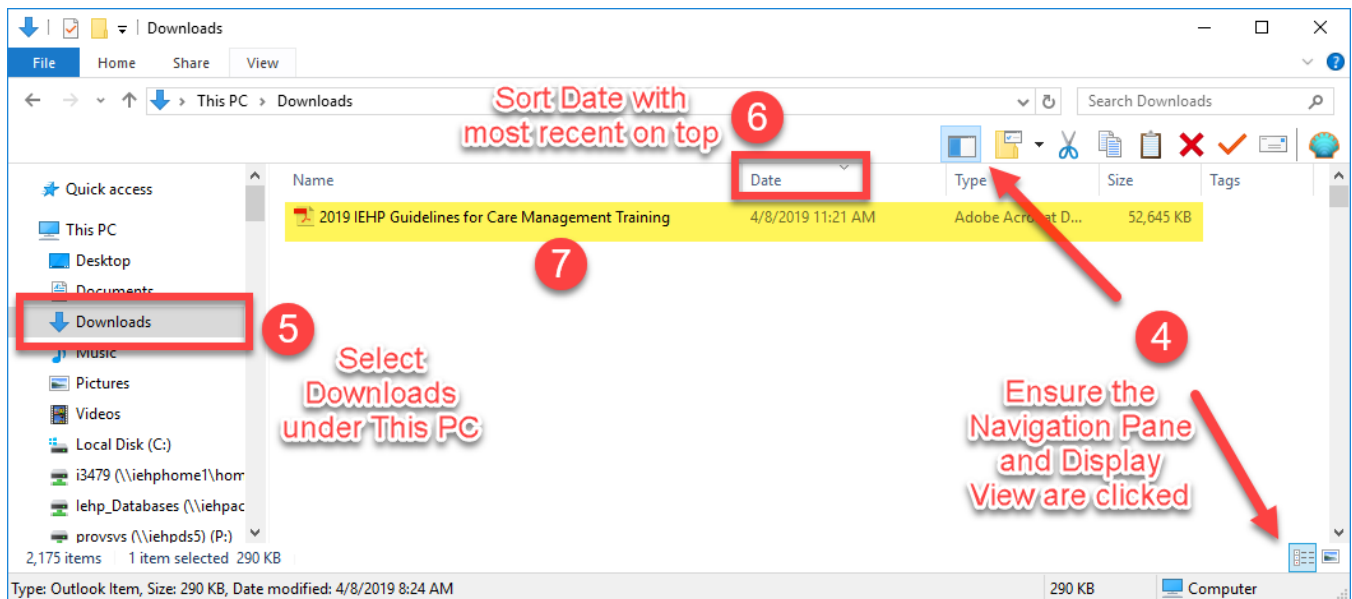
2. Click on the **Start Menu** (Windows icon) on bottom left hand corner of your desktop.
3. Then, click on **Documents** to open "File Explorer" window.



Browser Instructions (continued)

Chrome (continued)

4. From the “File Explorer” window, ensure the **Navigation Pane** and **Display View** buttons are clicked.
5. On the left-hand bar, click on **Downloads** under “This PC”.
6. In the Downloads window, click on the **Date** column to sort the files to display most recent file downloads on top.
7. Open the PDF file **2019 IEHP Guidelines for Care Management Training**.



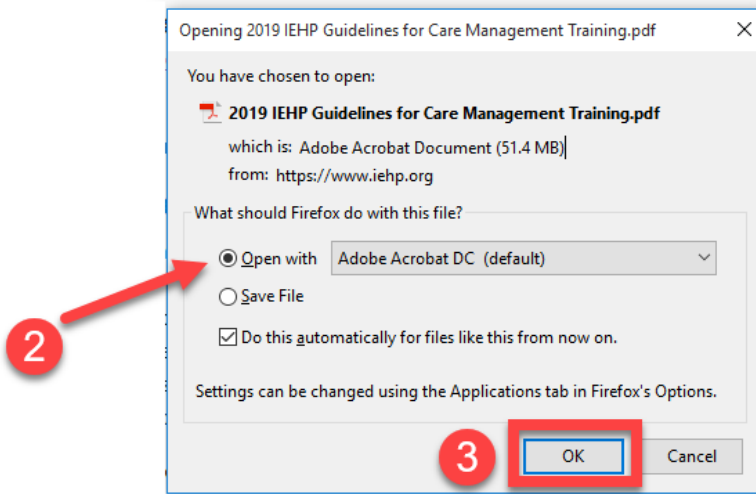
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Browser Instructions (continued)

FireFox

If you are using the FireFox browser, click on the download pop-up that appears.

1. Click on the link “2019 IEHP Guidelines for Care Management Training (PDF)”.
2. Click on the radial button “Open with” and ensure that the program, **Adobe Acrobat**, is selected.
3. Click **OK** to open file.



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Browser Instructions

(continued)

Internet Explorer

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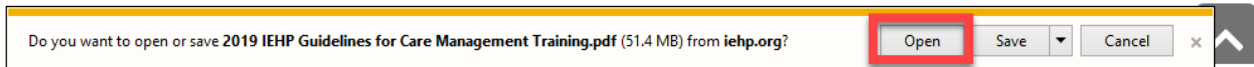
1. Click on the link “2019 IEHP Guidelines for Care Management Training (PDF)”.
2. Click on the “Open”

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