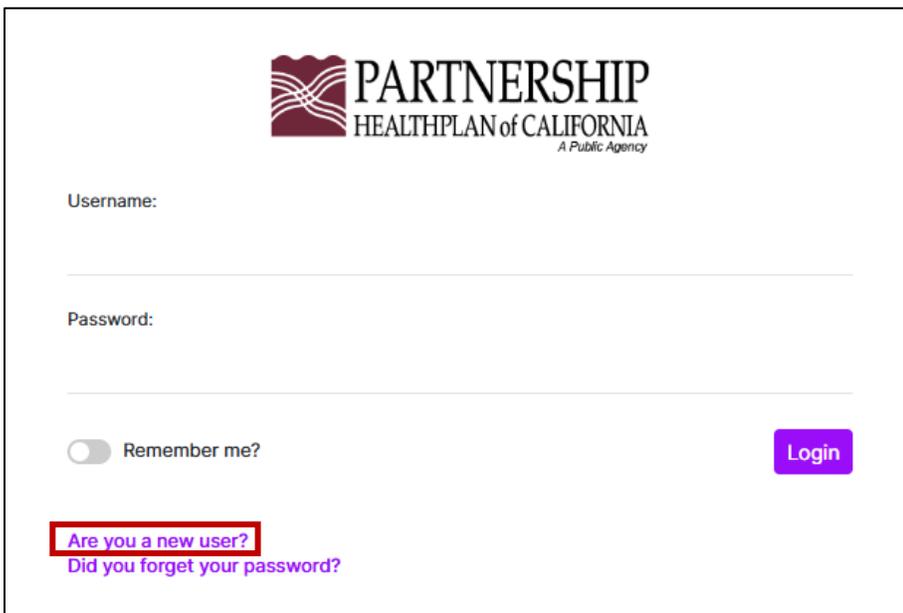


Instructions to Complete Partnership C.A.R.E.S. Training: Community, Access, Respect, Engagement and Service

To ensure our provider directory remains accurate and in compliance with SB137 and CA APL 24-017, Partnership HealthPlan of California requires ALL contracted practitioners to complete our approved Partnership C.A.R.E.S. training courses. Below is the step-by-step process for completing the training:

Step 1: Access the Partnership Provider Training LMS Platform

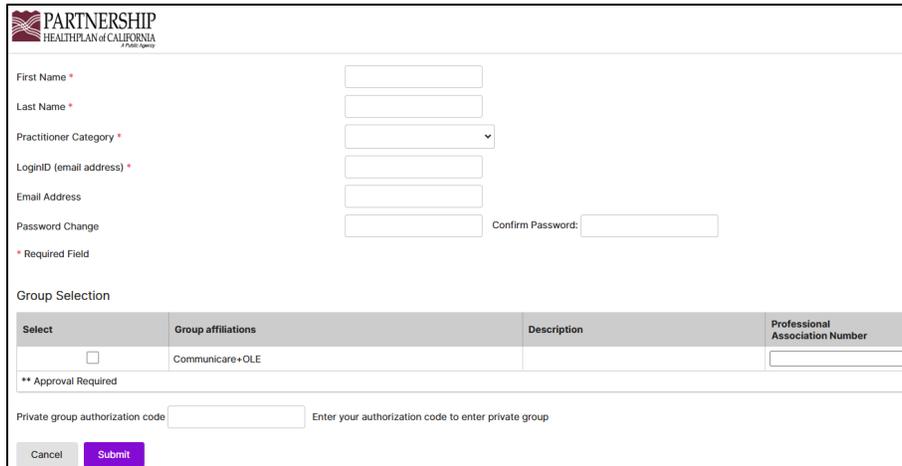
- Click [HERE](#) to access the Partnership Provider Training LMS Platform.
- If this is your first time logging in, select "**Are you a new user?**" to begin the registration process.



The screenshot shows the login interface for the Partnership HealthPlan of California. At the top center is the logo with the text "PARTNERSHIP HEALTHPLAN of CALIFORNIA A Public Agency". Below the logo are two input fields: "Username:" and "Password:". Under the password field is a "Remember me?" checkbox. To the right of these fields is a purple "Login" button. At the bottom left, there are two links: "Are you a new user?" (highlighted with a red box) and "Did you forget your password?".

Step 2: Self-Registration (refer to the image below)

- Complete the required fields on the self-registration page.
- Choose the appropriate **Practitioner category** from the dropdown menu.
- Select your **Organization** from the group selection.



PARTNERSHIP HEALTHPLAN of CALIFORNIA
 A Public Agency

First Name *
 Last Name *
 Practitioner Category *
 LoginID (email address) *
 Email Address
 Password Change Confirm Password:
 * Required Field

Group Selection

Select	Group affiliations	Description	Professional Association Number
<input type="checkbox"/>	Communicare+OLE		<input type="text"/>

** Approval Required

Private group authorization code Enter your authorization code to enter private group

Important note: You do not need to provide a professional association number or authorization code to create your profile.

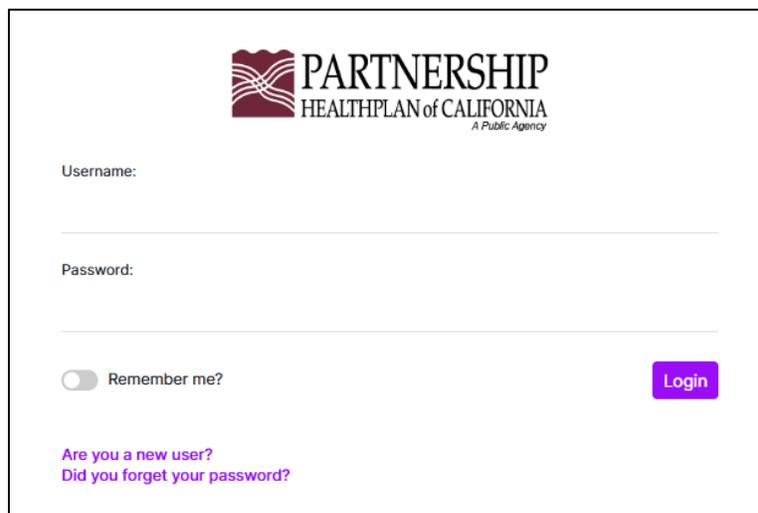
Step 3: Log in to Your Account

- Once your profile is created, click **Continue**.
- Log in using your **Username (email)** and **Password**.

Registration Completed.

You may now return to the login page and enter using the Username and Password you have provided.

[Continue](#)



PARTNERSHIP HEALTHPLAN of CALIFORNIA
 A Public Agency

Username:

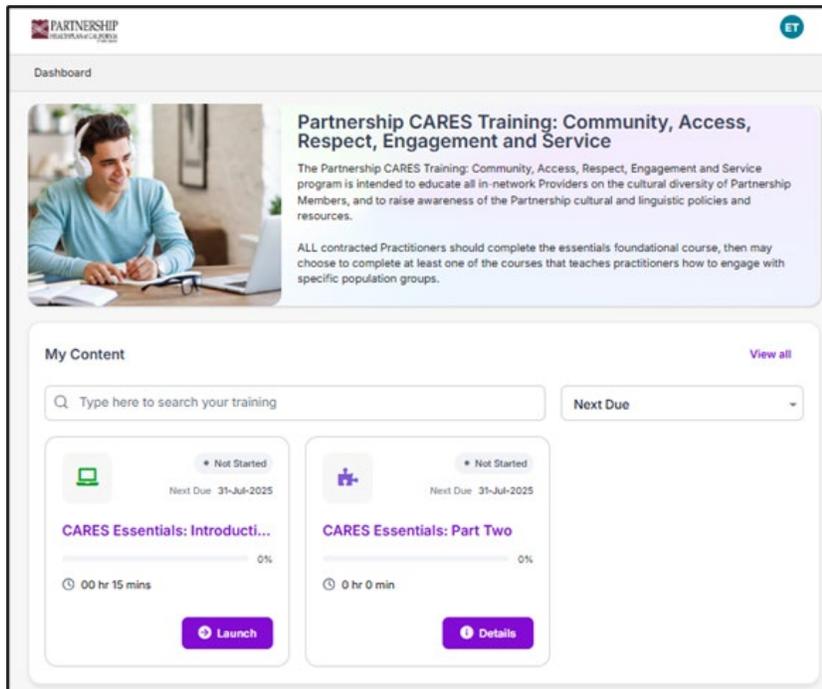
Password:

Remember me?

[Are you a new user?](#)
[Did you forget your password?](#)

Step 4: Access Partnership C.A.R.E.S training

- Upon first login, you will see two courses assigned to you:
 - **CARES Essentials: Introduction** – This is a required prerequisite before taking Part Two. Note: You will need to complete a pre-training survey before starting the CARES Essentials course.
 - **CARES Essentials: Part Two** – Choose ONE of the available elective course modules to fulfill the training requirement. Depending on your health system or managed care organization, a specific course may have already been pre-selected for you.
- You can access all CARES essentials modules if you wish to explore additional topics.



The screenshot shows a dashboard for Partnership CARES Training. At the top, there is a header with the Partnership Health Plan of California logo and a user profile icon labeled 'ET'. Below the header, the main content area features a large banner for 'Partnership CARES Training: Community, Access, Respect, Engagement and Service'. The banner includes a photo of a person wearing headphones and a laptop, and text explaining the program's purpose: to educate in-network providers on cultural diversity and raise awareness of cultural and linguistic policies. Below the banner, there is a 'My Content' section with a search bar and a 'Next Due' dropdown menu. Two course cards are displayed: 'CARES Essentials: Introduction' and 'CARES Essentials: Part Two'. Both cards show a 'Not Started' status, a progress bar at 0%, and a 'Next Due' date of 31-Jul-2025. The 'Introduction' card has a duration of 00 hr 15 mins and a 'Launch' button. The 'Part Two' card has a duration of 0 hr 0 min and a 'Details' button.

Training Details



CARES Essentials: Part Two

Please select an additional course below to take after completing the Introduction.

Learning Options

Complete any one of the following learning options to satisfy this Competency.

- | | |
|--|--|
| <p>CARES Essentials: Gender
v2</p> <p>This eLearning course is designed to empower healthcare providers to create safe, respectful, and affirming environments for patients of all genders. By the end of this course, participants will be...</p> | <p>Launch</p> <p>Start Date: -- Next Due: --</p> <p>Status: Not Started Last Accessed: --</p> <p>Prerequisites: Incomplete</p> |
| <p>CARES Essentials: LGBTQ+
v2</p> <p>This eLearning course is designed to help healthcare professionals provide affirming, respectful, and inclusive care to LGBTQ+ patients. By the end of this course, participants will be...</p> | <p>Launch</p> <p>Start Date: -- Next Due: --</p> <p>Status: Not Started Last Accessed: --</p> <p>Prerequisites: Incomplete</p> |
| <p>CARES Essentials: Race and Ethnicity
v2</p> <p>This eLearning course is designed to equip healthcare professionals with the knowledge and skills needed to provide culturally responsive care, reduce bias, and foster trust with patients of...</p> | <p>Launch</p> <p>Start Date: -- Next Due: --</p> <p>Status: Not Started Last Accessed: --</p> <p>Prerequisites: Incomplete</p> |
| <p>CARES Essentials: Religion
v2</p> <p>This eLearning course is designed to help healthcare professionals provide compassionate and culturally competent care to individuals from diverse religious and spiritual backgrounds. By th...</p> | <p>Launch</p> <p>Start Date: -- Next Due: --</p> <p>Status: Not Started Last Accessed: --</p> <p>Prerequisites: Incomplete</p> |
| <p>CARES Essentials: Disability
v2</p> <p>This comprehensive eLearning course is designed to help healthcare providers deliver patient-centered care that addresses the unique needs of individuals with disabilities. By completing this...</p> | <p>Launch</p> <p>Start Date: -- Next Due: --</p> <p>Status: Not Started Last Accessed: --</p> <p>Prerequisites: Incomplete</p> |
| <p>CARES Essentials: Age
v2</p> <p>This engaging eLearning course is designed to empower healthcare providers to deliver inclusive, age-sensitive care and foster effective communication across generations. By the end o...</p> | <p>Launch</p> <p>Start Date: -- Next Due: --</p> <p>Status: Not Started Last Accessed: --</p> <p>Prerequisites: Incomplete</p> |
| <p>CARES Essentials: Veterans
v2</p> <p>This eLearning course is designed to help healthcare professionals understand the distinct needs of veterans and provide inclusive, compassionate, and effective care tailored to this...</p> | <p>Launch</p> <p>Start Date: -- Next Due: --</p> <p>Status: Not Started Last Accessed: --</p> <p>Prerequisites: Incomplete</p> |
| <p>CARES Essentials: Trauma Informed Care</p> <p>Trauma impacts individuals across all backgrounds and can significantly affect how patients experience and engage with healthcare. This eLearning course introduces healthcare...</p> | <p>Launch</p> <p>Start Date: -- Next Due: --</p> <p>Status: Not Started Last Accessed: --</p> |



Partnership Cultural Competency Training Program

Step 5: Collect Your Certificate

1. Complete the **post-training survey** after finishing your elective course.
2. Once both required courses are completed, you will receive a certificate.

Step 6: Assistance

If you experience any issues logging in, please contact **Rival** at **(866) 803-9663** for support.