

New FDR Providers/ New Vendor User Registration Guide



Mandatory Compliance & OSHA Training



WELCOME TO HPN COMPLIANCE TRAINING

This training registration guide is strictly for:

1. New First-Tier, Downstream, and Related Entities (FDRs)
2. New Vendors/Contractors

If you are already registered, DO NOT re-register.

Return to the training portal and log in using your existing credentials.

If you have forgotten your username and/or password – Please go to the link below:

[Forgot Password](#)

Compliance training is a regulatory requirement under CMS, DHCS, DMHC, HIPAA, and OSHA standards.

Step 1

Visit: www.RegalMed.com
Scroll to the bottom right corner.

Under "Compliance and Quality" click "Compliance and Resources."

Regal Medical Group

COVID-19 information and resources
Join our member email list for health related updates and events.

Complete, quality care throughout Southern California

Learn More

Doctor Finder Urgent Care Finder Patient Resources Medicare Annual Enrollment Period Classes and Events

The whole team caring for the whole you

Regal Medical Group brings you comprehensive care close to home. We have been serving the community for 30 years providing a vast network of quality doctors, specialists, hospitals, and urgent care centers throughout Southern California. With resources that go beyond the doctor's office, we help you live a well-balanced life through every stage of your healthcare journey.

- One of SoCal's largest physician-led medical groups
- 3000+ primary care physicians
- 10,000+ specialists
- Hundreds of urgent care centers, hospitals and labs
- Expanded access options: In person, online and telehealth
- 5-star rating in Standards of Excellence™ from America's Physician Groups
- Free online nutrition, health education and fitness classes
- Contracted with most Medicare Advantage Plans

For member services call (866) 654-3471
TDD/TTY users dial 711.
Mon-Fri: 8:00 a.m. - 5:00 p.m.

We're hiring!
View all open positions on our careers page.

Compliance and Quality Resources

Provider Resources
Claims Information
Electronic Claims
ICT-10 Notification Letter
Provider Educational Resources
Member Advocate Program
National Provider Identifier
Quality Improvement
Regal Express Access (REA)
Vital Care Services

News and Events
Events Calendar
Heritage Touchpoints
Newsletter
News
Press Releases

Careers
Current Career Listings

Connect
Contact
Brokers

Compliance and Quality
Compliance and Resources
Quality Improvement

Step 2

On the upper-left menu, select "Attestations and Trainings."

Click on: "2025 Mandated Compliance Training Modules"

Confirm that you're leaving the site and click OK.

Regal Medical Group

Font size Select Language

About Us Doctor Finder Urgent Care Finder Provider Resources Patient Resources Classes and Events

Compliance Program, Codes of Conduct and Resources

Home / Compliance and Resources

We are a proud affiliate of Heritage Provider Network, Inc. (HPN). HPN has a tradition of caring for communities that we serve.

Our compliance plan and its embedded codes of conduct are the foundation of our overall complex our actions, conduct, and decisions. Among the core values that guide our compliance plan are:

- Tradition of caring
- Integrity, ethics, and compliance
- Clinical and operational excellence

By your reading, understanding, and following these standards, you contribute to upholding our values with our codes of conduct, policies and procedures. Equally important is that you reaffirm our commitments to regulations (federal, state, and local) and contractual obligations.

From our highest executives, and extending to all our physicians, providers, management, and staff, we continuously conduct ourselves with the highest degree of quality and integrity in everything we do. Our responsibilities in serving the healthcare needs of each of our patients and members.

Attestations and Trainings
Compliance Resources and Information
HIPAA Policies and Procedures
Report Fraud, Waste and Abuse

Attestations and Trainings

Attestations

PRINT/FAX INSTRUCTIONS

- Download this form: HPN FDR Compliance Attestation 2025 Print and complete the form
- Email the form to FDRcompliance@heritagemed.com
- or fax it to (888) 721-9901

Compliance Training

2025 Mandated Compliance Training Modules

Click the above link to access the following trainings:

- Fraud, Waste, and Abuse
- Code of Conduct and CMS General Compliance
- HIPAA/HITECH
- Cyber Security Compliance
- Model of Care
- Cultural & Linguistic

Step
3

Register for Training (ONLY IF YOU ARE NEW)

Click on “Register” at the bottom right side of the screen.



Login

USERNAME

PASSWORD

I am a Heritage or its affiliated medical groups' employee

[LOGIN](#)

If you don't have an account, please [Register](#)

[Forgot password?](#)

Step
4

Complete the registration form as follows:

Full Name: **FirstNameLastName_ FDRName_ Company ID**

Example: **JohnSmith_UCLA_RMG**

Password: **quality** (must be all lowercase)

Group Name	GroupID
ADOC Medical Group	ADOC
Lakeside Community Healthcare	LMG
Greater Covina Medical Group	GCMG
Regal Medical Group	RMG
Multiple Groups	RLAG

Register

FULL NAME

EMAIL

PASSWORD

CONFIRM PASSWORD

[Already Member Login](#) [REGISTER](#)

Step
5

Verify Your Email

Check your inbox for a confirmation email.
If not found, check your Spam or Junk folder.

Click the '[Activate Account](#)' button in the email.

Step
6

Log In

Return to the login page.

Log in with your Username and Password: quality
Uncheck the box labeled: 'I am a Heritage or its affiliated medical group's employee'.

Login

USERNAME

PASSWORD

I am a Heritage or its affiliated medical groups' employee

[LOGIN](#)

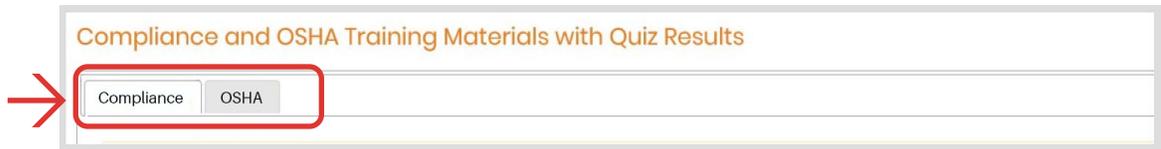
If you don't have an account, please [Register](#)

[Forgot password?](#)

Step 7

Complete Compliance Training

Navigate to both the Compliance and OSHA tabs.
Complete all modules under each.



Step 8

Complete Attestation:

In order for your training certificate to be generated in the system:

- You must complete ALL modules on BOTH the Compliance and OSHA tabs.
- After completing the modules, click the green "ATTEST" button.

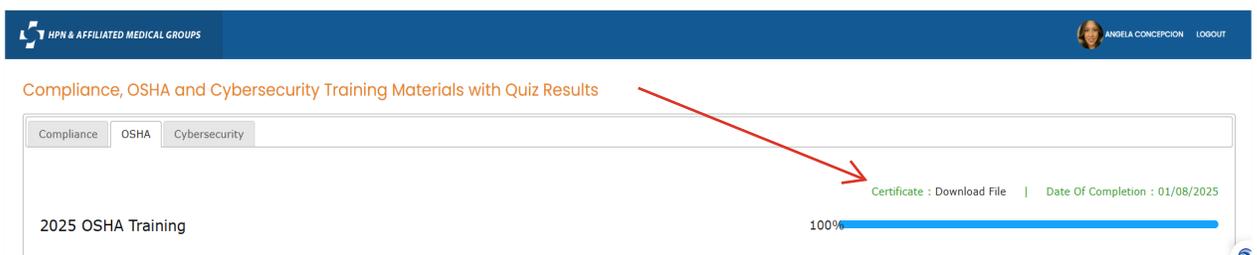
Failure to attest will result in incomplete training status and you will not have the option to print your certificate of completion.

Compliance and OSHA Training Materials with Quiz Results



Once you have attested, you will receive a "Certification of Training" email for your records.

If you do not receive an email, you may also manually print the certificate



Step 9

Email Certificate of Completion

Finally, Send a copy of the Certificate of Completion to: AnnualCompliance@RegalMed.com

You will not receive credit in the system if you do not send a copy of the Certificate of Completion.

We recommend you keep a copy for future reference.

CONTACT US

For questions regarding this training or for any general compliance questions or concerns, please reach out to the Compliance Office at:

Email: Compliance@regalmed.com

Fax: (818) 933-0598

To speak with someone *immediately*, please contact the Compliance Office:

Natalie Nazari, Compliance Specialist

Email: NNazari@Regalmed.com

Phone: (818) 810-4320

Angela Concepcion, LVN CPC CHC, Sr. Director of Compliance and Oversight

Email: AConcepcion@regalmed.com

Phone: (818) 654-3400 ext. 2002013

Jeffrey A. Baron, CHC, CHPC, CCEP, Compliance Officer|Privacy Officer|SVP of Compliance

Email: Jbaron@regalmed.com

Phone: (818) 654-3400 ext. 1101248

Anonymously:

Compliance Hotline

(Toll Free) Phone: (844) 752-3921 or (818) 810-4633

Email: Hotline@regalmed.com