

PROVIDER Bulletin



KERN HEALTH SYSTEMS

May 2, 2025

Reminder: Proper Claim Submission

Dear Provider,

This bulletin serves as a reminder of the appropriate and most efficient methods for submitting claims that require documentation. Proper submission helps to ensure timely processing and minimizes denials due to missing or incorrect information.

Electronic Claims and Requested Documentation

As a reminder, **paper claims are only accepted when specific documentation is required**. If an electronic claim is submitted and documentation is needed, the claim will be **denied** with a request for the necessary documents. To avoid unnecessary delays, **please follow the guidelines below**:

Denied Claims Due to Missing Documentation

When a claim is denied with a request for documentation, providers must submit a **corrected claim** with the required documentation attached. Please consider the following:

- Submit a **corrected claim** (instructions below).
- Include **only** the documentation that was requested. This may include, but is not limited to:
 - Invoice
 - Explanation of Benefits (EOB)
 - PM330 (Sterilization Consent Form)
 - Paper EOB (if specifically requested by the Health Plan)
 - CCS NOA Letters

Corrected Claims Submission Guidelines

When submitting a corrected claim, please ensure the following:

- Use **Resubmission Code** or **Frequency Code 7** to indicate a corrected claim.
- Include the **claim number** of the original claim or the most recent claim that includes payment information.
- Submit **all services performed**, regardless of prior payment status. A corrected claim replaces the original claim entirely.
- **Do not submit corrected claims as disputes**. Claims submitted inappropriately as disputes will be returned unprocessed.

Disputes

As a reminder providers **should not** submit corrected claims as disputes.

[Provider Bulletins](#) are available on the [KHS website](#). Please visit the site regularly to stay informed about the latest updates and announcements.

If you have any additional questions, please contact your Provider Relations Representative at 1-800-391-2000, silent prompt option #5.

Sincerely,

Kristie Onaindia
Provider Relations Manager
Kern Health Systems