

# PROVIDER Bulletin



KERN HEALTH  
SYSTEMS

July 29, 2025

## Claims Call Queue Changes Effective August 4, 2025

Dear Provider,

### IMPORTANT CHANGES TO THE PROVIDER CLAIMS CALL CENTER

Effective **08/04/2025**, the Provider Claims Call Center hours will change. The new hours will be from **8:00 AM to 4:30 PM**, Monday through Friday. The call center line will also be closed for lunch from **12:00 PM to 12:30 PM**.

To improve efficiency and security, we are also instituting the following:

- Calls to check status or receipt of a claim can be resolved by checking the provider portal. Please ensure you have given access to your third-party billers, as status calls will no longer be handled by the representatives.
- Questions regarding explanations of how a claim was paid or regarding a claim denial reason will continue to be handled by the representatives. However, the caller will be required to have a copy of the Explanation of Provider Payment (EOP/RA) on hand, as they will need to provide details from the EOP before we can respond to questions. Please ensure third-party billers have access to Zelis/Payspan to retrieve the EOP.

Many questions can be answered by reviewing the EOP, such as status, payment amount, check number, date paid, denied services, additional information needed, etc. This will also ensure that the person calling is a representative of your office, so that your information and the patient's information remain secure.

[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