



Vital Updates



Medi-CAL BULLETINS

- [Ordering, Referring, and Prescribing \(ORP\) Provider Enrollment Updates](#)
- [Timely Access Standards](#)
- [CLIA Certificates Transition to Electronic Process](#)
- [Medi-Cal RX Updates | 2/12/2026](#)
- [mPulse KHS Provider Portal Launch](#)

Laboratory Orders Sent to Non-Contracted Providers

Laboratory orders, just as any referral, should follow the contractual agreement and plan policies. Medical necessity should also be clearly documented for all labs, tests, orders, etc.

As a reminder, providers should only be using contracted labs. Please refer to your contract containing similar language:

Physician shall refer Members for non-emergency Covered Services to Participating Providers in accordance with KHS Referral Procedures then in effect.

Please also refer to **Policy 3.22-P Referral and Authorization Process** containing multiple references including:

The PCP or specialty provider treating the member must initiate referrals to qualified contract providers for specialty care or services

Case Management & Care Coordination: Your Partners in Patient Care

Managing complex patient needs takes a team, and our Case Management and Care Coordination Services are here to support you and your patients every step of the way. These services are designed to help members navigate the healthcare system, close gaps in care, and address medical, behavioral and social needs that impact health outcomes.

Case Management focuses on members with complex or high-risk conditions who may benefit from extra support. Case managers work directly with members to assess needs, develop individualized care plans, coordinate services and encourage adherence to treatment plans. They also help connect members to community resources, behavioral health services, and social support that address barriers such as transportation, housing or food insecurity.



Case Management & Care Coordination: Your Partners in Patient Care (Cont'd)

Care Coordination services support seamless communication across providers and settings of care. Whether a member is transitioning from the hospital to home, seeing multiple specialists, or managing chronic conditions, Care Coordinators help ensure information is shared, follow-up appointments are scheduled, and care plans stay aligned with your clinical goals.

Providers play a key role in identifying members who may benefit from these services. Referrals are welcome, and encouraged for members who have complex medical needs, frequent hospitalizations or emergency department visits, challenges with care adherence or unmet social needs.

Together, Case Management and Care Coordination help reduce fragmentation, improve outcomes, and support the work you do every day—to help you deliver high-quality care

Questions or Referrals?

For more information about Case Management and Care Coordination services, or to refer Members for Case Management support, please contact **Population Health Management** at **661-426-7760**.



New March Vendors

ABA SERVICES

- Thrive Together ABA

ACUTE HOSPITAL

- KND Development 54 LLC
- KND Development 55 LLC
- KND Real Estate 40 LLC
- THC Orange County LLC

DOULA

- Divine Birthing Services LLC
- Mamababy Doula Services

HOME HEALTH

- Pacific Care Group LLC

HOSPICE

- Antelope Hospice Corporation (*DBA: Alden Hospice*)

LABORATORY

- Veracyte Labs SD Corporation

MENTAL HEALTH

- Cyti Health PC

OB/GYN

- Leonard S. Kurian MD, A Medical Corporation

OPHTHALMOLOGY

- Ekjyot S. Gill, MD

ORTHOPEDIC SURGERY

- Joint and Bone Institute of California

welcome