

2018-2019 Member Handbook



kernfamilyhealthcare.com



800-391-2000

Other Languages and Formats

Other languages

You can get this Member Handbook and other plan materials for free in other languages. Call us at 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY for the hearing impaired at 711). The call is toll free.

Other formats

You can get this information for free in other auxiliary formats, such as braille, 18 point font large print and audio. Call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY for the hearing impaired at 711). The call is toll free.

Interpreter services

You do not have to use a family member or friend as an interpreter. For free interpreter, linguistic and cultural services and help available 24 hours a day, 7 days a week, or to get this handbook in a different language, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY for the hearing impaired at 711). The call is toll free.

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

Language	Tagline
English	ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-800-391-2000 (TTY: 711).
Español (Spanish)	ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-391-2000 (TTY: 711).
العربية (Arabic)	ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-391-2000 (رقم هاتف الصم والبكم: 711).
Հայերեն (Armenian)	ՈՒՇՄԱՐՈՒԹՅՈՒՆՆԵՐ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Ջանգահարեք 1-800-391-2000 (TTY (հեռատիպ) 711):
កម្ពុជា (Cambodian)	ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-800-391-2000 (TTY: 711)។
繁體中文 (Chinese)	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-391-2000 (TTY: 711)。
فارسی (Farsi)	توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-391-2000 (TTY: 711) تماس بگیرید.
हिंदी (Hindi)	ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-391-2000 (TTY: 711) पर कॉल करें।
Hmoob (Hmong)	LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-391-2000 (TTY: 711).
日本語 (Japanese)	注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-391-2000 (TTY: 711) まで、お電話にてご連絡ください。
한국어 (Korean)	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-391-2000 (TTY: 711) 번으로 전화해 주십시오.
ພາສາລາວ (Lao)	ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ຈະມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-391-2000 (TTY: 711).
ਪੰਜਾਬੀ (Punjabi)	ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-800-391-2000 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।
Русский (Russian)	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-391-2000 (телетайп: 711).
Tagalog (Filipino)	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-391-2000 (TTY: 711).
ภาษาไทย (Thai)	เตือน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-391-2000 (TTY: 711).
Tiếng Việt (Vietnamese)	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-391-2000 (TTY: 711).

QUESTIONS? Call Member Services at 1-800-391-2000 (TTY 711).
 KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.
 Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

Notice of Non-Discrimination

Discrimination is against the law. Kern Family Health Care complies with applicable federal and State civil rights laws and does not discriminate (exclude or treat people differently) on the basis of race, color, national origin, creed, ancestry, religion, language, age, marital status, sex, sexual orientation, gender identity, health status, physical or mental disability, or identification with any other persons or groups defined in Penal Code 422.56, and Kern Family Health Care will provide all Covered Services in a culturally and linguistically appropriate manner. Kern Family Health Care:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (braille, large print, audio, accessible electronic formats, and other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact member services.

If you believe that Kern Family Health Care has failed to provide these services or discriminated in another way on the basis of race, color, national origin, creed, ancestry, religion, language, age, marital status, sex, sexual orientation, gender identity, health status, physical or mental disability, or identification with any other persons or groups defined in Penal Code 422.56, you can file a grievance with:

Kern Family Health Care
9700 Stockdale Hwy, Bakersfield, CA 93311
1-800-391-2000 (TTY 711)
661-664-5179
grievance@khs-net.com

Notice of Non-Discrimination

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Kern Family Health Care is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov>, or by mail or phone at:

**U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)**

Complaint forms are available at <https://www.hhs.gov/ocr/filing-with-ocr>.

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

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Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

Welcome to Kern Family Health Care!

Thank you for joining Kern Family Health Care (KFHC). KFHC is a health plan for people who have Medi-Cal. KFHC works with the State of California to help you get the health care you need.

Member Handbook

This Member Handbook tells you about your coverage under KFHC. Please read it carefully and completely. It will help you understand and use your benefits and services. It also explains your rights and responsibilities as a member of KFHC. If you have special health needs, be sure to read all sections that apply to you.

This Member Handbook is also called the Combined Evidence of Coverage (EOC) and Disclosure Form. It is a summary of KFHC rules and policies and based on the contract between KFHC and DHCS. If you would like to learn exact terms and conditions of coverage, you may request a copy of the complete contract from KFHC.

Call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711) to ask for a copy of the contract between KFHC and DHCS. You may also ask for another copy of the Member Handbook at no cost to you or visit the KFHC website at www.kernfamilyhealthcare.com to view the Member Handbook. You may also request, at no cost, a copy of the Kern Family Health Care non-proprietary clinical and administrative policies and procedures, or how to access this information on the Kern Family Health Care website.

Contact us

KFHC is here to help. If you have questions, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711). KFHC is here Monday through Friday from 8:00 am to 5:00 pm. The call is toll free.

You can also visit online at any time at www.kernfamilyhealthcare.com.

Thank you,
KFHC
9700 Stockdale Hwy.
Bakersfield, CA 93311

QUESTIONS? Call Member Services at 1-800-391-2000 (TTY 711).
KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.
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Table of Contents

1. Getting Started as a Member	7
How to get help	7
Who can become a member	7
Identification (ID) cards	8
Ways to get involved as a member.....	8
2. About Your Health Plan	9
Health plan overview	9
How your plan works	9
Changing health plans.....	10
Continuity of care	11
Costs	12
3. How to Get Care	14
Getting health care services.....	14
Where to get care.....	17
Provider network	18
Primary care provider (PCP)	20
4. Benefits and Services	27
What your health plan covers	27
Medi-Cal benefits	27
What your health plan does not cover.....	38
Other programs and services for people with Medi-Cal	38
Coordination of benefits	40
5. Rights and Responsibilities	41
Your rights	41
Your responsibilities.....	42
Notice of Privacy Practices.....	42
Notice about laws	45
Notice about Medi-Cal as a payer of last resort	46
Notice about estate recovery.....	46
Notice of Action	46
6. Reporting and Solving Problems	47
Complaints	47
Appeals	48
What to do if you do not agree with an appeal decision	49
Independent Medical Reviews (IMR).....	50
State Hearings	51
Fraud, waste and abuse	51
7. Important Numbers and Words to Know	53
Important phone numbers	53
Words to know.....	53

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

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1. Getting Started as a Member

How to get help

KFHC wants you to be happy with your health care. If you have any questions or concerns about your care, KFHC wants to hear from you!

Member services

KFHC member services is here to help you. KFHC member services can:

- Answer questions about your health plan and covered services
- Help you choose a primary care provider (PCP)
- Tell you where to get the care you need
- Offer interpreter services if you do not speak English
- Offer information in other languages and formats

If you need help, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711). KFHC is here Monday through Friday, 8:00 am to 5:00 pm by phone or you may come to our office and get assistance in person at 5701 Truxtun Avenue, Bakersfield, CA 93309. The call is toll free.

You can also visit online at any time at www.kernfamilyhealthcare.com.

Who can become a member

You qualify for KFHC because you qualify for Medi-Cal and live in Kern County with the exception of Ridgecrest. For questions about your Medi-Cal coverage, please contact your caseworker at the Kern County Department of Human Services by calling 661-631-6000. You may also qualify for Medi-Cal through Social Security. Contact Social Security at 1-800-772-1213 for more information. For questions about enrollment, call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077). Or visit www.healthcareoptions.dhcs.ca.gov.

Transitional Medi-Cal is also called “Medi-Cal for working people.” You may be able to get transitional Medi-Cal if you stop getting Medi-Cal because:

- You started earning more money.
- Your family started receiving more child or spousal support.

You can ask questions about qualifying for Medi-Cal at your local county health and human services office. Find your local office at www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx. Or call Health Care Options at 1-800-430-4263, (TTY 1-800-430-7077).

QUESTIONS?


Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

Identification (ID) cards

As a member of KFHC, you will get a KFHC ID card. You must show your KFHC ID card and your Medi-Cal Benefits Identification Card (BIC) when you get any health care services or prescriptions. You should carry all health cards with you at all times. Here is a sample KFHC ID card to show you what yours will look like:

 <p>Kern Family Health Care The Friendly Face Of Kern Health Systems</p>	<p>OFFICE: 5701 Truxtun Ave. # 201 Bakersfield, CA 93309 MAILING: 9700 Stockdale Highway Bakersfield, CA 93311 661-632-1590 (Bakersfield) 1-800-391-2000 (Outside of Bakersfield) kernfamilyhealthcare.com</p>	<p>Attention Member: If you have an EMERGENCY dial 911. You can also go to the nearest emergency room. Emergency care is a covered benefit. You do not need prior authorization. If you need urgent care services and your primary care provider (PCP) does not have an available appointment within the next 48 hours, you can go to a contracted urgent care center. For vision services, call VSP at 1-800-877-7195.</p> <p>Atención Miembro: Si usted tiene una EMERGENCIA llame al 911. También puede ir a la sala de emergencias más cercana. Los servicios de emergencia son un servicio cubierto por su seguro médico. Cuando necesite servicios de atención de urgencia y su proveedor de cuidado primario (PCP) no tiene una cita disponible dentro de las próximas 48 horas, puede ir a la sala de urgencias contratada. Para servicios de la vista, llame a VSP al 1-800-877-7195.</p> <p>Attention Provider: Routine medical care is provided through Kern Family Health Care's Primary Care Providers only. If the member is in need of EMERGENCY care, please provide the care and notify KFHC as soon as possible. This card is for identification purposes only and does not constitute proof of eligibility. Kern Family Health Care is liable for EMERGENCY care provided to eligible members; call 661-664-5185 or 1-866-883-0020 within 24 hours to verify current eligibility. Mail claims to: Kern Health Systems, P.O. Box 25003, Bakersfield, CA 93311.</p>
<p>MEMBER NAME: CIN #: MEMBER #:</p>	<p>Attention Provider: Always ask for a second form of <u>Picture ID</u>. To verify eligibility call (661) 664-5185 or 1-800-456-2387. This card is for identification purposes only and does not confirm eligibility.</p>	

You may also log onto your Member Portal account to download and print a copy of your KFHC ID card, or to download the image to your Smartphone. Along with your ID card, you will receive a Health Risk Assessment (HRA). Completing and returning the HRA will help us manage your health care.

If you do not get your KFHC ID card within a few weeks of enrolling, or if your card is damaged, lost or stolen, call member services right away. KFHC will send you a new card. Call member services at 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711) or visit www.kernfamilyhealthcare.com and log into your Member Portal account where you can download and print a copy of your ID card.

Ways to get involved as a member

KFHC wants to hear from you. Each year, KFHC has meetings to talk about what is working well and how KFHC can improve. Members are invited to attend. Come to a meeting!

Public Policy Committee

KFHC has a group called the Public Policy Committee. This group is made up of KFHC members, community and health care representatives of Kern County, and KFHC staff. The group talks about how to improve KFHC policies and is responsible for:

- Culturally appropriate service or program design
- Priorities for health education and outreach programs
- Plan marketing materials and campaigns
- Advise on educational and operational issues affecting Limited English Proficient (LEP) members
- Advise on cultural and linguistic issues

If you would like to be a part of this group, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711).

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

2. About Your Health Plan

Health plan overview

KFHC is a health plan for people who have Medi-Cal in the Kern County area with the exception of Ridgecrest. KFHC works with the State of California to help you get the health care you need.

You may talk with one of the KFHC member services representatives to learn more about the health plan and how to make it work for you. Call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711).

When your coverage starts and ends

When you enroll in KFHC, you should receive a KFHC member ID card within two weeks of enrollment. Please show this card every time you go for any medical service that is a benefit under the KFHC.

You may ask to end your KFHC coverage and choose another health plan at any time. For help choosing a new plan, call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077). Or visit www.healthcareoptions.dhcs.ca.gov. You can also ask to end your Medi-Cal.

Sometimes KFHC can no longer serve you. KFHC must end your coverage if:

- You move out of the county or are in prison
- You no longer have Medi-Cal
- You qualify for certain waiver programs
- You need a major organ transplant (excluding kidneys)
- You are in a long-term care facility in excess of two months

If you are an American Indian, you have the right to get health care services at Indian health service facilities. You may also stay with or disenroll from KFHC while getting health care services from these locations. American Indians have a right to not enroll in a Medi-Cal managed care plan or may leave their health plans and return to regular (fee-for-service) Medi-Cal at any time and for any reason. To find out more, please call Indian Health Services at **1-916-930-3927** or visit the Indian Health Services website at www.ihs.gov.

How your plan works

KFHC is a health plan contracted with DHCS. KFHC is a managed care health plan. Managed care plans are a cost-effective use of health care resources that improve health care access and assure quality of care. KFHC works with doctors, hospitals, pharmacies and other health care providers in the KFHC service area to give health care to you, the member.

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

Member services will tell you how KFHC works, how to get the care you need, how to schedule provider appointments, and how to find out if you qualify for transportation services.

To learn more, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield) (TTY 711). You can also find member service information online at www.kernfamilyhealthcare.com.

Changing health plans

You may leave KFHC and join another health plan at any time. Call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077) to choose a new plan. You can call between 8:00 a.m. and 5:00 p.m. Monday through Friday, or visit www.kernfamilyhealthcare.com.

It takes up to 45 business days to process your request to leave KFHC. To find out when Health Care Options has approved your request, call 1-800-430-4263 (TTY 1-800-430-7077).

If you want to leave KFHC sooner, you may ask Health Care Options for an expedited (fast) disenrollment. If the reason for your request meets the rules for expedited disenrollment, you will get a letter to tell you that you are disenrolled.

Beneficiaries that can request expedited disenrollment include, but are not limited to, children receiving services under the Foster Care or Adoption Assistance Programs; Members with special health care needs, including, but not limited to major organ transplants; and Members already enrolled in another Medi-Cal, Medicare or commercial managed care plan.

You may ask to leave KFHC in person at your local county health and human services office. Find your local office at www.dhcs.ca.gov/services/medical/Pages/CountyOffices.aspx. Or call Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077).

If you are having difficulty changing your health plan after contacting Health Care Options, you may call the Medi-Cal Managed Care Division, Office of the Ombudsman at 1-888-452-8609.

College students who move to a new county

If you move to a new county in California to attend college, KFHC will cover emergency services in your new county. Emergency services are available to all Medi-Cal enrollees statewide regardless of county of residence.

If you are enrolled in Medi-Cal and will attend college in a different county, you do not need to apply for Medi-Cal in that county. There is no need for a new Medi-Cal application as long as you are still under 21 years of age, are only temporarily out of the home and are still claimed as a tax dependent in the household.

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

When you temporarily move away from home to attend college there are two options available to you. You may:

- Notify your local county social services office that you are temporarily moving to attend college and provide your address in the new county. The county will update the case records with your new address and county code in the State's database. If KFHC does not operate in the new county, you will have to change your health plan to the available options in the new county. For additional questions and in order to prevent a delay in the new health plan enrollment, you should contact Health Care Options at 1-800-430-4263 (TTY 1-800-430-7077) for assistance with enrollment.

OR

- Choose not to change your health plan when you temporarily move to attend college in a different county. You will only be able to access emergency room services in the new county. For routine or preventive health care, you would need to use the KFHC regular network of providers located in the county of residence for the family. An exception to this is if KFHC operates in your new county of residence, as described above.

Continuity of care

If you now see providers who are not in the KFHC network, in certain cases you may be able to keep seeing them for up to 12 months. If your providers do not join the KFHC network by the end of 12 months, you will need to switch to providers in the KFHC network.

Please contact KFHC member services to find out if you qualify for continuity of care with a doctor from your previous health plan.

Providers who leave KFHC

If your provider stops working with KFHC, you may be able to keep getting services from that provider. This is another form of continuity of care. KFHC provides continuity of care services for:

- An acute condition, for as long as the condition lasts
- A serious chronic condition, for a period of time necessary to finish a course of treatment and arrange for a safe transfer to a new participating doctor
- A pregnancy, during the pregnancy and the immediate postpartum period
- A terminal illness, for as long as the illness lasts
- The care of a newborn child between birth and age 36 months
- A surgery or other procedure that KFHC had approved as part of the documented course of treatment and that has been recommended and documented by the provider to occur within 180 days of the provider's contract termination date

KFHC provides continuity of care services if your PCP or other health care provider stops contracting with KFHC. We will let you know by mail 60 days before the contract termination date.

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

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KFHC does not provide continuity of care services if the provider's contract was terminated due to medical disciplinary cause or reason, fraud or criminal activity.

To learn more about continuity of care and eligibility qualifications, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711).

Costs

Member costs

Medi-Cal for Families program beneficiaries Medi-Cal may have a premium are \$13.00 per month for each child, but not more than \$39.00 per month per family. If you are required to pay a monthly premium for your Medi-Cal, you will receive a billing statement in the mail each month. Premium payments are due on the 20th of the month.

KFHC serves people who qualify for Medi-Cal. KFHC members do not have to pay for covered services. You will not have premiums or deductibles. For a list of covered services, see "Benefits and services."

How a provider gets paid

KFHC pays providers in these ways:

- Capitation payments
 - KFHC pays some providers a set amount of money every month for each KFHC member. This is called a capitation payment. KFHC and providers work together to decide on the payment amount.
- Fee-for-service payments
 - Some providers give care to KFHC members and then send KFHC a bill for the services they provided. This is called a fee-for-service payment. KFHC and providers work together to decide how much each service costs.

To learn more about how KFHC pays providers, call member services at 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711).

The payment arrangement between KFHC and participating providers encourages accessible, preventive and cost-effective health services for members. Participating providers are required to provide medically necessary services in a quality manner in accordance with professional, legal and contractual requirements. PCPs, hospitals, pharmacies and some specialty providers take part in an incentive bonus plan. KFHC does not use compensation arrangements that unduly influence or incent a participating provider to withhold medically necessary care. KFHC does not have a contract with a participating provider that contains an incentive plan that includes specific payment to the provider as an inducement to deny, reduce, limit, or delay medically necessary and appropriate services with respect to a member.

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

Asking KFHC to pay a bill

If you get a bill for a covered service, call member services right away at 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711).

If you pay for a service that you think KFHC should cover, you can file a claim. Use a claim form and tell KFHC in writing why you had to pay. Call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711) to ask for a claim form. KFHC will review your claim to see if you can get money back.

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

3. How To Get Care

Getting health care services

PLEASE READ THE FOLLOWING INFORMATION SO YOU WILL KNOW FROM WHOM OR WHAT GROUP OF PROVIDERS HEALTH CARE MAY BE OBTAINED.

You can begin to get health care services on your effective date of coverage. Always carry your KFHC ID card and Medi-Cal BIC card with you. Never let anyone else use your KFHC ID card or BIC card.

New members must choose a primary care provider (PCP) in the KFHC network. The KFHC network is a group of doctors, hospitals and other providers who work with KFHC. You must choose a PCP within 30 days from the time you become a member in KFHC. If you do not choose a PCP, KFHC will choose one for you.

You may choose the same PCP or different PCPs for all family members in KFHC. If you have a doctor you want to keep, or you want to find a new PCP, you can look in the Provider Directory. It has a list of all PCPs in the KFHC network. The Provider Directory has other information to help you choose. If you need a Provider Directory, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711). You can also find the Provider Directory on the KFHC website at www.kernfamilyhealthcare.com.

If you cannot get the care you need from a participating provider in the KFHC network, your PCP must ask KFHC for approval to send you to an out-of-network provider. Read the rest of this chapter to learn more about PCPs, the Provider Directory and the provider network.

Initial health assessment (IHA)

KFHC recommends that, as a new member, you see your new PCP in the next 120 days for an initial health assessment (IHA). The purpose of the IHA is to help your PCP learn your health care history and needs. Your PCP may ask you some questions about your health history or may ask you to complete a questionnaire. Your PCP will also tell you about health education counseling and classes that may help you.

When you call to schedule your IHA, tell the person who answers the phone that you are a member of KFHC. Give your KFHC ID number.

Take your BIC and your KFHC ID card to your appointment. It is a good idea to take a list of your medications and questions with you to your visit. Be ready to talk with your PCP about your health care needs and concerns.

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

Be sure to call your PCP's office if you are going to be late or cannot go to your appointment.

Routine care

Routine care is regular health care. It includes preventive care, also called wellness or well care. It helps you stay healthy and helps keep you from getting sick. Preventive care includes regular checkups and health education and counseling. In addition to preventive care, routine care also includes care when you are sick. KFHC covers routine care from your PCP.

Your PCP will:

- Give you all your routine care, including regular checkups, shots, treatment, prescriptions and medical advice
- Keep your health records
- Refer (send) you to specialists if needed
- Order X-rays, mammograms or lab work if you need them

When you need routine care, you will call your PCP for an appointment. Be sure to call your PCP before you get medical care, unless it is an emergency. For an emergency, call 911 or go to the nearest emergency room.

To learn more about health care and services your plan covers, and what it does not cover, read Chapter 4 in this handbook.

Urgent care

Urgent care is care you need within 24 hours, but it is not an emergency or life threatening. Urgent care needs could be a cold or sore throat, fever, ear pain or a sprained muscle.

For urgent care, call your PCP. If you cannot reach your PCP, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711). Alternatively, you can call the KFHC 24 hour Advice Nurse line at 1-800-391-2000 to speak to an advice nurse or access our audio health library.

If you need urgent care out of the area, go to the nearest urgent care facility. You do not need pre-approval (prior authorization).

If your care is a mental health urgent care concern, contact the county Mental Health Plans toll-free telephone number that is available 24 hours a day 7 days a week. To locate all counties toll-free telephone numbers online, visit www.kernbhhs.org.

Emergency care

For emergency care, call **911** or go to the nearest emergency room (ER). For emergency

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

care, you do **not** need pre-approval (prior authorization).

Emergency care is for emergency medical conditions. It is for an illness or injury that a reasonable layperson (not a health care professional) with average knowledge of health and medicine could expect that, if you don't get care right away, your health (or your unborn baby's health) could be in danger, or a body function, body organ or body part could be seriously harmed. Examples include:

- Active labor
- Broken bone
- Severe pain, especially in the chest
- Severe burn
- Drug overdose
- Fainting
- Severe bleeding
- Psychiatric emergency condition

Do not go to the ER for routine care. You should get routine care from your PCP, who knows you best. If you are not sure if it is an emergency, call your PCP. You may also call the 24/7 Advice Nurse Line at 1-800-391-2000.

If you need emergency care away from home, go to the nearest emergency room (ER), even if it is not in the KFHC network. If you go to an ER, ask them to call KFHC. You or the hospital to which you were admitted should call KFHC within 24 hours after you get emergency care.

If you need emergency transportation, call **911**. You do not need to ask your PCP or KFHC first before you go to the ER.

If you need care in an out-of-network hospital after your emergency (post-stabilization care), the hospital will call KFHC.

Remember: Do not call **911** unless it is an emergency. Get emergency care only for an emergency, not for routine care or a minor illness like a cold or sore throat. If it is an emergency, call **911** or go to the nearest emergency room.

Sensitive care

Minor consent services

You can see a doctor without consent from your parents or guardian for these types of care:

- Outpatient mental health for:
 - Sexual or physical abuse
 - When you may hurt yourself or others
- Pregnancy
- Family planning (except sterilization)

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

- Sexual assault
- HIV/AIDS testing (only minors 12 years or older)
- Sexually transmitted infections (only minors 12 years or older)
- Drug and alcohol abuse

The doctor or clinic does not have to be part of the KFHC network and you do not need a referral from your PCP to get these services. For help finding a doctor or clinic giving these services, you can call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711) or visit www.kernfamilyhealthcare.com and log into your Member Portal Account. You may also call the 24/7 Advice Nurse Line at 1-800-391-2000.

Minors can talk to a representative in private about their health concerns by calling the 24/7 Advice Nurse Line at 1-800-391-2000.

Adult sensitive services

As an adult, you may not want to see your PCP for sensitive or private care. If so, you may choose any doctor or clinic for these types of care:

- Family planning
- HIV/AIDS testing
- Sexually transmitted infections

The doctor or clinic does not have to be part of the KFHC network. Your PCP does not have to refer you for these types of service. For help finding a doctor or clinic giving these services, you can call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711). You may also call the 24/7 Advice Nurse Line at 1-800-391-2000.

Advance directives

An advance health directive is a legal form. On it, you can list what health care you want in case you cannot talk or make decisions later on. You can list what care you do **not** want.

You can name someone, such as a spouse, to make decisions for your health care if you cannot.

You can get an advance directive form at drugstores, hospitals, law offices and doctors' offices. You may have to pay for the form. You can also find and download a free form online.

You can ask your family, PCP or someone you trust to help you fill out the form.

You have the right to have your advance directive placed in your medical records. You have the right to change or cancel your advance directive at any time.

You have the right to learn about changes to advance directive laws. KFHC will tell you about changes to the state law no longer than 90 days after the change.

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

Where to get care

You will get most of your care from your PCP. Your PCP will give you all of your routine preventive (wellness) care. You will also see your PCP for care when you are sick. Be sure to call your PCP before you get medical care. Your PCP will refer (send) you to specialists if you need them.

To get help with your health questions, you can also call the Advice Nurse Line at 1-800-391-2000.

If you need urgent care, call your PCP. Urgent care is care you need soon, but is not an emergency. It includes care for such things as cold, sore throat, fever, ear pain or sprained muscle.

For emergencies, call **911** or go to the nearest emergency room.

Some hospitals and other providers do not provide one or more of the following services that may be covered under your plan contract and that you or your family member might need: family planning; contraceptive services, including emergency contraception; sterilization, including tubal ligation at the time of labor and delivery; infertility treatments; or abortion. You should obtain more information before you enroll. Call your prospective doctor, medical group, independent practice association, or clinic, or call the health plan at (insert the health plan's membership services number or other appropriate number that individuals can call for assistance) to ensure that you can obtain the health care services that you need.

Provider Directory

The KFHC Provider Directory lists providers that participate in the KFHC network. The network is the group of providers that work with KFHC.

The KFHC Provider Directory lists hospitals, pharmacies, PCPs, specialists, nurse practitioners, nurse midwives, physician assistants, family planning providers, Federally Qualified Health Centers (FQHCs) and Rural Health Clinics (RHCs).

The Provider Directory has names, provider addresses, phone numbers, business hours and languages spoken. It tells if the provider is taking new patients. It gives the level of physical accessibility for the building.

You can find the online Provider Directory at www.kernfamilyhealthcare.com and by logging in to your Member Portal account.

If you need a printed Provider Directory, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711) or visit www.kernfamilyhealthcare.com and log into your Member Portal account to submit a request.

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

Provider network

The provider network is the group of doctors, hospitals and other providers that work with KFHC. You will get your covered services through the KFHC network.

If your provider in the network, including a PCP, hospital or other provider, has a moral objection to providing you with a covered service, such as family planning or abortion, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711). See Chapter 4 for more about moral objections.

If your provider has a moral objection, he or she can help you find another provider who will give you the services you need. KFHC can also work with you to find a provider.

In network

You will use providers in the KFHC network for your health care needs. You will get preventive and routine care from your PCP. You will also use specialists, hospitals and other providers in the KFHC network.

To get a Provider Directory of network providers, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711). You can also find the Provider Directory online at www.kernfamilyhealthcare.com and by logging into your Member Portal account.

For emergency care, call **911** or go to the nearest emergency room.

Except for emergency care, you may have to pay for care from providers who are out of network.

Out of network

Out-of-network providers are those that do not have an agreement to work with KFHC. Except for emergency care, you may have to pay for care from providers who are out of network. If you need covered health care services, you may be able to get them out of network at no cost to you as long as they are medically necessary and not available in the network.

If you need help with out-of-network services, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (TTY 711).

If you are outside of the KFHC service area and need care that is **not** an emergency, call your PCP right away. Alternatively, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711).

For emergency care, call **911** or go to the nearest emergency room. KFHC covers out-of-network emergency care. If you travel to Canada or Mexico and need emergency services

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

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Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

requiring hospitalization, KFHC will cover your care. If you are traveling internationally outside of Canada or Mexico and need emergency care, KFHC will not cover your care in most cases.

If you have questions about out-of-network or out-of-area care, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield) (TTY 711). If the office is closed, or you want help from a representative, call the KFHC 24/7 Advice Nurse Line at 1-800-391-2000.

Doctors

You will choose a primary care provider (PCP) from the KFHC Provider Directory. Your PCP must be a participating provider. This means the provider is in the KFHC network. To get a copy of the KFHC Provider Directory, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711) or visit www.kernfamilyhealthcare.com.

You should also call if you want to check to be sure the PCP you want is taking new patients.

If you were seeing a doctor before you were a member of KFHC, you may be able to keep seeing that doctor for a limited time. This is called continuity of care. You can read more about continuity of care in this handbook. To learn more, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711).

If you need a specialist, your PCP will give you a referral to a specialist in the KFHC network.

Remember, if you do not choose a PCP, KFHC will choose one for you. You know your health care needs best, so it is best if you choose.

If you want to change your PCP, you must choose a PCP from the KFHC Provider Directory. Be sure the PCP is taking new patients. To change your PCP, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711) or visit www.kernfamilyhealthcare.com and log into your Member Portal account where you can search for a new PCP, see who is accepting new patients, and request to change your PCP.

Hospitals

In an emergency, call **911** or go to the nearest hospital.

If it is not an emergency and you need hospital care, your PCP will decide which hospital you go to. You will need to go to a hospital in the network. The hospitals in the KFHC network are listed in the Provider Directory. Some outpatient hospital services that are not an emergency require prior approval.

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

Primary care provider (PCP)

You must choose a PCP within 30 days of enrolling in KFHC. Depending on your age and sex, you may choose a general practitioner, Ob/Gyn, family practitioner, internist or pediatrician as your primary care physician. A nurse practitioner (NP), physician assistant (PA) or certified nurse midwife may also act as your primary care provider. If you choose a NP, PA or certified nurse midwife, you may be assigned a physician to oversee your care. You can also choose a Federally Qualified Health Center (FQHC) or a Rural Health Clinic (RHC) as your PCP. These health centers are located in areas that do not have many health care services.

Depending on the type of the provider, you may be able to choose one PCP for your entire family who are members of KFHC. If you do not choose a PCP within 30 days, KFHC will assign you to a PCP. If you are assigned to a PCP and want to change, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711) or visit www.kernfamilyhealthcare.com and log into your Member Portal account where you can search for a PCP and request the change. The change happens within three business days of your request.

Your PCP will:

- Get to know your health history and needs
- Keep your health records
- Give you the preventive and routine health care you need
- Refer (send) you to a specialist if you need one
- Arrange for hospital care if you need it

You can look in the Provider Directory to find a PCP in the KFHC network. The Provider Directory has a list of FQHCs and RHCs that work with KFHC.

You can find the KFHC Provider Directory online at www.kernfamilyhealthcare.com. You can also call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711).

You can also call or visit www.kernfamilyhealthcare.com and log into your Member Portal account to find out if the PCP you want is taking new patients.

Choice of physicians and providers

You know your health care needs best, so it is best if you choose your PCP.

It is best to stay with one PCP so he or she can get to know your health care needs. However, if you want to change to a new PCP, you can change anytime. You must choose a PCP who is in the KFHC provider network and is taking new patients.

Your new choice will become your PCP on the first day of the next month after you make the change.

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

To change your PCP, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711) or visit www.kernfamilyhealthcare.com and log into your Member Portal account to request the change.

KFHC may ask you to change your PCP if the PCP is not taking new patients, has left the KFHC network or does not give care to patients your age. KFHC or your PCP may also ask you to change to a new PCP if you cannot get along with or agree with your PCP, or if you miss or are late to appointments. If KFHC needs to change your PCP, KFHC will tell you in writing.

You may request to get a new member ID card in the mail at any time. Call member services if you have questions about getting a new ID card.

Appointments and visits

When you need health care:

- Call your PCP
- Have your KFHC ID number ready on the call
- Leave a message with your name and phone number if the office is closed
- Take your BIC and KFHC ID card to your appointment
- Be on time for your appointment
- Call right away if you cannot keep your appointment or will be late
- Have your questions and medication information ready in case you need them

If you have an emergency, call 911 or go to the nearest emergency room.

Payment

You do **not** have to pay for covered services. In most cases, you will not get a bill from a provider. You may get an Explanation of Benefits (EOB) or a statement from a provider. EOBs and statements are not bills.

If you do get a bill, call member services at 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711) or visit www.kernfamilyhealthcare.com and log into your Member Portal account where you can submit an emergency claim form and upload a copy of your bill for KFHC to review. Tell KFHC the amount charged, the date of service and the reason for the bill. You are **not** responsible to pay a provider for any amount owed by KFHC for any covered service.

If you get a bill or are asked to pay a co-pay when you feel you shouldn't have to, you can also file a claim form. You will need to tell KFHC in writing why you had to pay for the item or service. KFHC will read your claim and decide if you can get money back. For questions or to ask for a claim form, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711) or visit www.kernfamilyhealthcare.com and log into your Member Portal account where you can submit the complete the claim form and upload a copy of

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

your receipts or bill.

Referrals

Your PCP will give you a referral to send you to a specialist if you need one. A specialist is a doctor who has extra education in one area of medicine. Your PCP will work with you to choose a specialist. Your PCP's office can help you set up a time to see the specialist.

Other services that may require a referral include in-office procedures, X-rays, lab work and Consults, minor surgery or other tests to understand your health and coordinate your care.

Your PCP may give you a form to take to the specialist. The specialist will fill out the form and send it back to your PCP. The specialist will treat you for as long as he or she thinks you need treatment. You can continue to see your PCP while you receiving care from the specialist.

If you have a health problem that needs special medical care for a long time, you may need a standing referral. This means you can see the same specialist more than once without getting a referral each time.

If you have trouble getting a standing referral or want a copy of the KFHC referral policy, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711) or visit www.kernfamilyhealthcare.com and log into your Member Portal account where you can view your authorization history and print a copy of your authorization.

You do not need a referral for:

- PCP visits
- Ob/Gyn visits
- Urgent or emergency care visits
- Family planning (To learn more, call California Family Planning Information and Referral Service at 1-800-942-1054)
- Nurse Midwife services
- Dialysis
- Acupuncture
- Outpatient hospice services
- Mental Health services
- HIV testing and counseling (only minors 12 years or older)
- Treatment for sexually transmitted infections (only minors 12 years or older)
- Acupuncture
- Chiropractic services, if provided at a by Federally Qualified Health Centers (FQHC) and Rural Health Clinics (RHC) and limited to two services per calendar month and only for conditions related to neck and spine
- Services from Indian Health Service Centers for Native Americans
- Physical/Occupational therapy

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

Minors also do not need a referral for:

- Outpatient mental health for:
 - Sexual or physical abuse
 - When you may hurt yourself or others
- Pregnancy care
- Sexual assault care
- Drug and alcohol abuse treatment

Pre-approval

For some types of care, your PCP or specialist will need to ask KFHC for permission before you get the care. This is called asking for prior authorization, prior approval, or pre-approval. It means that KFHC must make sure that the care is medically necessary or needed.

Care is medically necessary if it is reasonable and necessary to protect your life, keeps you from becoming seriously ill or disabled, or alleviates severe pain.

The following services always need pre-approval, even if you receive them from a provider in the KFHC network:

- Hospitalization
- Services out of the KFHC service area
- Services with a provider who is not contracted with KFHC
- Outpatient surgery
- Dental anesthesia/sedation when the use of a hospital or surgery center is required because of your medical condition or clinical status, or because of the severity of the dental procedure. KFHC will coordinate services with your dental plan.
- Autism services-Behavioral therapy
- Diagnostic testing
- Genetic testing
- Prosthetics-arms, legs, and eye
- Wheelchairs and other similar assisting equipment
- Oxygen and other related breathing treatments
- Long-term care
- Home health services
- Wound care services
- Palliative care
- Specialty medications
- Specialized treatments

You never need pre-approval for emergency care, even if it is out of network. This includes having a baby.

For some services, you need pre-approval (prior authorization). Under Health and Safety Code Section 1367.01(h)(2), KFHC will decide routine pre-approvals within 5 working days of when KFHC gets the information reasonably needed to decide.

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

For requests in which a provider indicates or KFHC determines that following the standard timeframe could seriously jeopardize your life or health or ability to attain, maintain, or regain maximum function, KFHC will make an expedited (fast) authorization decision. KFHC will give notice as quickly as your health condition requires and no later than 72 hours after receiving the request for services.

KFHC does not pay the reviewers to deny coverage or services. If KFHC does not approve the request, KFHC will send you a Notice of Action (NOA) letter. The NOA letter will tell you how to file an appeal if you do not agree with the decision.

KFHC will contact you if KFHC needs more information or more time to review your request.

Second opinions

You might want a second opinion about care your provider says you need or about your diagnosis or treatment plan. For example, you may want a second opinion if you are not sure you need a prescribed treatment or surgery or you have tried to follow a treatment plan and it has not worked.

To get a second opinion, call your PCP. You may have questions about your illness or your PCP's recommended treatment plan. You may want to get a second opinion. You may ask for a second opinion when:

- You want to know if a surgery is wise or needed.
- You question a diagnosis or plan of care for a serious illness. Serious illnesses are ones that can lead to death, disability, loss of limb, or loss of bodily function.
- Your provider cannot tell what your condition is because the signs of illness are not clear, hard to understand, or confusing.
- Your provider cannot tell what your illness is because of a conflict in test results.
- Your illness is not better after trying a treatment for a medically appropriate period. You may want to know if your diagnosis is right. You may want to know if you should continue the treatment.
- You have tried the plan of care and want the advice of another provider because you are concerned about your plan of care and diagnosis.

Your PCP can refer you to a network provider for a second opinion. You may also call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711).

KFHC will pay for a second opinion if you or your network provider asks for it and you get the second opinion from a network provider. You do not need permission from KFHC to get a second opinion from a network provider.

If there is no provider in the KFHC network to give you a second opinion, KFHC will pay for a second opinion from an out-of-network provider. KFHC will tell you within 5 business days if the provider you choose for a second opinion is approved. If you have a chronic illness or could lose your life, limb or major body part, KFHC will decide within 72 hours.

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

If KFHC denies your request for a second opinion, you may appeal. To learn more about appeals, go to page 48 in this handbook.

Women's health specialists

You may go to a women's health specialist within the network for covered care necessary to provide women's routine and preventive health care services. You do not need a referral from your PCP to get these services. For help finding a women's health specialist, you can call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711) or visit www.kernfamilyhealthcare.com or log into your Member Portal account to view and search the KFHC Provider Directory. You may also call the 24/7 Advice Nurse Line at 1-800-391-2000.

Timely access to care

Appointment Type	Must Get Appointment Within
Urgent care appointments that do not require pre-approval (prior authorization)	48 hours
Urgent care appointment that do require pre-approval (prior authorization)	96 hours
Non-urgent primary care appointments	10 business days
Non-urgent specialist	15 business days
Non-urgent mental health provider (non-physician)	10 business days
Non-urgent appointment for ancillary services for the diagnosis or treatment of injury, illness, or other health condition	15 business days
Telephone wait times during normal business hours	10 minutes
Triage – 24/7 services	24/7 services – No more than 30 minutes

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

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Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

4. Benefits and Services

What your health plan covers

This section explains all of your covered services as a member of KFHC. Your covered services are free as long as they are medically necessary. Care is medically necessary if it is reasonable and necessary to protect life, keeps you from becoming seriously ill or disabled, or reduces pain from a diagnosed disease, illness or injury.

KFHC offers these types of services:

- Outpatient (ambulatory) services
- Emergency services
- Hospice and palliative care
- Hospitalization
- Maternity and newborn care
- Prescription drugs
- Blood and blood products
- Rehabilitative and habilitative services and devices
- Laboratory services
- Preventive and wellness services and chronic disease management
- Mental health services
- Major Substance use disorder screenings
- Smoking/Tobacco Counseling and services
- Pediatric services
- Vision services
- Genetic counseling and testing
- Palliative care
- Hospice care
- Autism treatment-Behavioral therapy
- Non-emergency medical transportation (NEMT)
- Non-medical transportation (NMT)
- Long-term services and supports (LTSS)

Read each of the sections below to learn more about the services you can get.

Medi-Cal benefits

Outpatient (ambulatory) services

- **Allergy care**

KFHC covers allergy testing and treatment, including allergy desensitization, hypo sensitization, or immunotherapy.

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

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Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

- **Chiropractic services**
KFHC covers two chiropractic services per month at an FQHC or RHC, limited to the treatment of the spine by manual manipulation.
- **Dialysis/hemodialysis services**
KFHC covers dialysis treatments. KFHC also covers hemodialysis (chronic dialysis) services if your PCP and KFHC approve it.
- **Outpatient surgery**
KFHC covers outpatient surgical procedures, other than those needed for diagnostic purposes or for emergency care, procedures considered to be elective; and specified outpatient medical procedures require pre-approval (prior authorization).
- **Anesthesiologist services**
KFHC covers anesthesia services that are medically necessary when you receive outpatient care.
- **Physician services**
KFHC covers physician services that are medically necessary.
- **Podiatry (foot) services**
KFHC covers podiatry services that are medically necessary. Podiatry services may require approval from KFHC and/or your doctor. Podiatry services are limited to medical and surgical services to treat disorders of the feet, ankles, or tendons that insert into the foot, secondary to or complicating chronic medical diseases, or affect your ability to walk.
- **Treatment therapies**
KFHC covers different treatment therapies, including:
 - Chemotherapy
 - Radiation therapy
 - Blood and blood products

Emergency services

- Inpatient and outpatient services needed to treat a medical emergency KFHC covers all services that are needed to treat a medical emergency. A medical emergency is a medical condition with severe pain or serious injury. The condition is so serious that, if it does not get immediate medical attention, anyone with an average knowledge of health and medicine could expect it to result in:
 - Serious risk to your health; or
 - Serious harm to bodily functions; or
 - Serious dysfunction of any bodily organ or part; or
 - In the case of a pregnant woman in active labor, meaning labor at a time when either of the following would occur:

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

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Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

- There is not enough time to safely transfer you to another hospital before delivery.
- The transfer may pose a threat to your health or safety or to that of your unborn child.
- Emergency transportation services KFHC covers ambulance services to help you get to the nearest place of care in emergency situations. This means that your condition is serious enough that other ways of getting to a place of care could risk your health or life.
- Emergency room services KFHC covers emergency room services that are needed to treat a medical emergency. Remember, a medical emergency is a medical condition with severe pain or serious injury. The condition is so serious that, if it does not get immediate medical attention, it could result in serious harm to your health or body.

Hospice and palliative care

KFHC covers hospice care as well as palliative care which reduces physical, emotional, social and spiritual discomforts for a member with a serious illness.

Hospitalization

- **Anesthesiologist services**

KFHC covers anesthesiologist services during hospital stays. An anesthesiologist is a provider who specializes in giving patients anesthesia. Anesthesia is a type of medicine used during some medical procedures.

- **Inpatient hospital services**

KFHC covers inpatient hospital care when you are admitted to the hospital.

- **Surgical services**

KFHC covers surgeries performed in a hospital.

Maternity and newborn care

KFHC covers these maternity and newborn care services:

- Breastfeeding education
- Delivery and postpartum care
- Nurse midwife services
- Prenatal care
- Birthing center services

Prescription drugs

Covered drugs

Your provider can prescribe you drugs that are on the KFHC covered drug list called the KFHC Formulary. Drugs on the KFHC Formulary are safe and effective. A group of doctors and pharmacists update this list.

- Updating this list helps to make sure that the drugs on it are safe and work.

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

- If your doctor thinks you need to take a drug that is not on this list, your doctor will need to call KFHC to ask for pre-approval before you get the drug.

To find out if a drug is on the PDL or to get a copy of the KFHC Formulary, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711). You may also visit the KFHC website at www.kernfamilyhealthcare.com or log into your Member Portal account.

Sometimes KFHC needs to approve a drug before a provider can prescribe it. KFHC will review and decide on these requests within 24 hours.

- A pharmacist or hospital emergency room may give you a 72-hour emergency supply if they think you need it. KFHC will pay for the emergency supply.
- If KFHC says no to the request, KFHC will send you a letter that lets you know why and what other drugs or treatments you can try.

Pharmacies

If you are filling or refilling a prescription, you must get your prescribed drugs from a pharmacy that works with KFHC. You can find a list of pharmacies that work with KFHC in the KFHC Provider Directory at www.kernfamilyhealthcare.com or by logging into your Member Portal account. You can also find a pharmacy near you by calling 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711).

Once you choose a pharmacy, take your prescription to the pharmacy. Give the pharmacy your prescription with your KFHC ID card. Make sure the pharmacy knows about all medications you are taking and any allergies you have. If you have any questions about your prescription, make sure you ask the pharmacist.

Rehabilitative and habilitative services and devices

The plan covers:

- **Acupuncture**
KFHC covers acupuncture services to prevent, modify, or alleviate the perception of severe, persistent chronic pain resulting from a generally recognized medical condition. Outpatient acupuncture services (with or without electric stimulation of the needles) are limited to two services in any one month, and additional services can be provided through KFHC pre-approval (prior authorization) as medically necessary.
- **Behavioral health treatments**
Behavioral health treatment (BHT) includes services and treatment programs, such as applied behavior analysis and evidence-based behavior intervention programs that develop or restore, to the maximum extent practicable, the functioning of an individual.

BHT services teach skills through the use of behavioral observation and reinforcement, or through prompting to teach each step of a targeted behavior. BHT

QUESTIONS?

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services are based on reliable evidence and are not experimental. Examples of BHT services include behavioral interventions, cognitive behavioral intervention packages, comprehensive behavioral treatment and applied behavioral analysis.

BHT services must be medically necessary, prescribed by a licensed doctor or psychologist, approved by the plan, and provided in a way that follows the approved treatment plan.

- ***Cardiac rehabilitation***

KFHC covers inpatient and outpatient cardiac rehabilitative services.

- ***Durable medical equipment***

KFHC covers the purchase or rental of medical supplies, equipment and other services with a prescription from a doctor.

- ***Hearing aids***

KFHC covers hearing aids if you are tested for hearing loss and receive a prescription from your doctor. KFHC may also cover hearing aid rentals, replacements and batteries for your first hearing aid.

- ***Home health services***

KFHC covers health services provided in your home, when prescribed by your doctor.

- ***Medical supplies, equipment and appliances***

KFHC covers medical supplies that are approved by a doctor, including implanted hearing devices.

- ***Occupational therapy***

KFHC covers occupational therapy services, including occupational therapy evaluation, treatment planning, treatment, instruction and consultative services.

- ***Orthotics/prostheses***

KFHC covers orthotic and prosthetic appliances and services that are medically necessary and prescribed by your doctor.

- ***Physical therapy***

KFHC covers physical therapy services, including physical therapy evaluation, treatment planning, treatment, instruction, consultative services, and application of topical medications.

- ***Pulmonary rehabilitation***

KFHC covers pulmonary rehabilitation that is medically necessary and prescribed by a doctor.

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

- **Skilled nursing facility services**

KFHC covers skilled nursing facility services as medically necessary, if you are disabled and need a high level of care. These services include room and board in a licensed facility with skilled nursing care on a 24 hour per day basis.

- **Speech therapy**

KFHC covers speech therapy that is medically necessary. You may have limitations on how many visits to a speech therapist you get every month.

Laboratory services

KFHC covers outpatient and inpatient laboratory and x-ray services. Various advanced imaging procedures are covered based on medical necessity.

Preventive and wellness services and chronic disease management

The plan covers:

- Advisory Committee for Immunization Practices recommended vaccines
- Family planning services
- Health Resources and Service Administration's Bright Futures recommendations
- Preventive services for women recommended by the Institute of Medicine
- Smoking cessation services
- United States Preventive Services Task Force A and B recommended preventive services

Family planning services are provided to members of childbearing age to enable them to determine the number and spacing of children. These services include all methods of birth control approved by the Food and Drug Administration. As a member, you pick a doctor who is located near you and will give you the services you need.

The plan's PCP and Ob/Gyn specialists are available for family planning services. For family planning services, you may also pick a doctor or clinic not connected with KFHC without having to get pre-approval from KFHC. KFHC will pay that doctor or clinic for the family planning services you get.

Mental health services

The plan covers:

- **Outpatient mental health services**

- The KFHC covers a member for mental health services. Your PCP would make a referral for additional mental health screening to a specialist within the KFHC network to determine your level of impairment. If your mental health screening results determine you are in mild or moderate distress or have impairment of mental, emotional, or behavioral functioning, the KFHC can provide mental health services.

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

We cover these mental health services:

- Outpatient mental health services
- For help finding more information on mental health services provided by KFHC, you can call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711).
- If your mental health screening results determine you need specialty mental health services (SMHS), the PCP will refer you to the county mental health plan to receive an assessment.

- **Specialty mental health services**

- County mental health plans provide specialty mental health services (SMHS) to Medi-Cal beneficiaries who meet medical necessary criteria. SMHS may include the following inpatient and outpatient services:
 - Outpatient services:
 - Mental health services (assessments, plan development, therapy, rehabilitation, and collateral)
 - Medication support services
 - Day treatment intensive services
 - Day rehabilitation services
 - Crisis intervention services
 - Crisis stabilization services
 - Targeted case management services
 - Therapeutic behavioral services
 - Intensive care coordination (ICC)
 - Intensive home-based services (IHBS)
 - Therapeutic foster care (TFC)
 - Residential services:
 - Adult residential treatment services
 - Crisis residential treatment services
 - Inpatient services:
 - Acute psychiatric inpatient hospital services
 - Psychiatric inpatient hospital professional services
 - Psychiatric health facility services
- For help finding more information on specialty mental health services, provided by the county mental health plan, you can call the county. To locate all counties toll-free telephone numbers online, visit www.kernbhrs.org.

Substance use disorder services

The plan covers:

- Outpatient substance use disorder services when provided by your KFHC provider, such as
 - Screening and Brief Intervention Treatment (SBIRT)
 - Alcohol Misuse Screening and Counseling (AMSC)
 - Medications that are on the KFHC Drug Formulary

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

KFHC will work with your KFHC provider, and Kern County Behavioral and Recovery Services (KCBRS) to refer members requiring further evaluation and treatment.

Smoking/Tobacco Counseling & Services

KFHC offers individual, group and telephone smoking/tobacco counseling to all members. By taking advantage of this benefit, you can learn about how to deal with smoking triggers and the benefits of living a smoke free life. KFHC also covers anti-smoking/tobacco aids without prior approval.

Pediatric services

The plan covers:

- Early and periodic screening, diagnostic and treatment (EPSDT) services
 - These services are also called well-child visits. These visits include health screens, diagnosis, treatment and shots for children through the month of their 21st birthday. These services include:
 - Vision care

Pulmonary Rehab

KFHC covers treatment used to improve lung function of members with chronic lung disease. Services include:

- Respiratory therapy
- How to manage your medication
- Physical and occupational therapy
- Nutrition services
- How to quit smoking
- Disease education

Respite Services

Respite service is a place where members can stay on a short term basis to get better after leaving the hospital.

Services include:

- Meals
- Onsite nursing care
- Transportation
- Counseling
- Start of treatment for substance use
- Housing Assistance

Vision services

The plan covers:

- Eyeglasses for members under the age of 21 who qualify, as determined by KFHC

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

- Eyeglasses for pregnant women through postpartum
- Routine eye exam once in 24 months

Non-emergency medical transportation (NEMT)

You are entitled to use non-emergency medical transportation (NEMT) when you physically or medically are not able to get to your medical appointment by car, bus, train or taxi, and the plan pays for your medical or physical condition. Before getting NEMT, you need to request the service through your doctor and they will prescribe the correct type of transportation to meet your medical condition.

NEMT is an ambulance, litter van, wheelchair van or air transport. NEMT is not a car, bus or taxi. KFHC allows the lowest cost NEMT for your medical needs when you need a ride to your appointment. That means, for example, if you are physically or medically able to be transported by a wheelchair van, KFHC will not pay for an ambulance. You are only entitled to air transport if your medical condition makes any form of ground transportation not possible.

NEMT must be used when:

- It is physically or medically needed as determined with a written authorization by a physician; or you are not able to physically or medically use a bus, taxi, car or van to get to your appointment.
- You need assistance from the driver to and from your residence, vehicle or place of treatment due to a physical or mental disability.
- It is approved in advance by KFHC with a written authorization by a physician.

To ask for NEMT services that your provider has prescribed, please call KFHC at 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711) at least five business days (Monday-Friday) before your appointment. For urgent appointments, please call as soon as possible. Please have your member ID card ready when you call.

Limits of NEMT

There are no limits for receiving NEMT to or from medical appointments covered under KFHC when a provider has prescribed it for you. If the appointment type is covered by Medi-Cal but not through the health plan, your health plan will provide for or help you schedule your transportation.

What does not apply?

Transportation will not be provided if your physical and medical condition allows you to get to your medical appointment by car, bus, taxi, or other easily accessible method of transportation. Transportation will not be provided if the service is not covered by Medi-Cal. A list of covered services is in this Member Handbook.

Cost to member

There is no cost when transportation is authorized by KFHC.

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

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Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

Non-medical transportation (NMT)

You can use non-medical transportation (NMT) when you are:

- Traveling to and from an appointment for a Medi-Cal service authorized by your provider.

KFHC allows you to use a car, taxi, bus or other public/private way of getting to your medical appointment for Medi-Cal-covered services. KFHC provides mileage reimbursement when transportation is in a private vehicle arranged by the beneficiary and not through a transportation broker, bus passes, taxi vouchers or train tickets. KFHC allows the lowest cost NMT type that meets your medical needs.

To request NMT services that have been authorized by your provider, please call KFHC at 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711) at least five business days (Monday-Friday) before your appointment or call as soon as you can when you have an urgent appointment. Please have your member ID card ready when you call.

Limits of NMT

There are no limits for receiving NMT to or from medical appointments covered under KFHC when a provider has authorized it for you. If the appointment type is covered by Medi-Cal but not through the health plan, your health plan will provide for or help you schedule your transportation. KFHC has a Rider Restriction Policy for Lyft when a member has too many no-show occurrences within a given timeframe. Members with a restriction will only be allowed bus passes.

Lyft Restrictions

IF	THEN
Member has four no-shows within 60 days	Restriction warning code will be issued. Member will be advised at the time of the next Lyft reservation request of possible restriction to bus pass only if no-show behavior continues.
Member has two no-shows within 60 days of warning code being issued	Restricted to bus pass only for 60 days. After restriction is lifted, member will be allowed to use Lyft on a probationary basis.
Member has two no-shows within 60 days while on probation	Member is restricted to bus pass only.

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

What does not apply?

NMT does not apply if:

- An ambulance, litter van, wheelchair van, or other form of NEMT is medically needed to get to a covered service.
- You need assistance from the driver to and from the residence, vehicle or place of treatment due to a physical or medical condition.
- The service is not covered by Medi-Cal.

Cost to member

There is no cost when transportation is authorized by KFHC.

Long-term services and supports (LTSS)

KFHC covers these LTSS benefits for members who qualify:

- Skilled nursing facility services (91+ days)
- Personal care services
- Self-directed personal assistance services
- Community First Choice Option
- Home and Community Based Services

Moral objection

Some providers have a moral objection to some services. This means they have a right to not offer some covered services if they morally disagree. These services might include:

- Family planning services
- Abortion

If your provider has a moral objection, he or she will help you find another provider for the needed services. KFHC can also work with you to find a provider. If you need help getting a referral to a different provider, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711).

Some hospitals and other providers do not offer one or more of the following services that may be covered under your plan contract and that you or your family member might need:

- Family planning
- Contraceptive services, including emergency contraception
- Sterilization, including tubal ligation at the time of labor and delivery
- Abortion

You should obtain more information before you enroll. Call your prospective doctor, medical group, independent practice association or clinic, or call the health plan at 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711) to ensure that you can obtain the health care services that you need.

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

What your health plan does not cover

Other services you can get through Fee-For-Service (FFS)

Medi-Cal

Sometimes KFHC does not cover services, but you can still get them through FFS Medi-Cal. This section lists these services. To learn more, call member services 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711).

Dental services

Medi-Cal covers some dental services for children up to age 21, including:

- Diagnostic and preventive dental hygiene (e.g. examinations, x-rays, and teeth cleanings);
- Emergency services for pain control;
- Tooth extractions;
- Fillings;
 - Root canal treatments (anterior/posterior);
 - Crowns (prefabricated/laboratory);
 - Scaling and root planing;
 - Periodontal maintenance;
 - Complete and partial dentures; and
 - Orthodontics for children who qualify.

If you have questions or want to learn more about dental services, call Denti-Cal at 1-800-322-6384 (TTY 1-800-735-2922). You may also visit the Denti-Cal website at denti-cal.ca.gov.

Institutional long-term care

KFHC covers long-term care for the month you enter a facility and the month after that. KFHC does not cover long-term care if you stay longer.

Regular Medi-Cal covers your stay if it lasts longer than the month after you enter a facility. To learn more, call member services 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711).

Services you cannot get through KFHC or Medi-Cal

There are some services that neither KFHC nor Medi-Cal will cover, including:

- California Children's Services (CCS)
- Waiver Programs-AIDS, and Senior Services
- Alpha Feto Protein (AFP) screenings
- Local Education Agency Services
- Childhood Lead poisoning case management services
- Women's', Infant, and Children (WIC) Supplemental Nutrition Program

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

- Major Substance Misuse/Abuse Disorder services other than screenings
- Cosmetic procedures

Read each of the sections below to learn more. Or call member services 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711).

California Children's Services (CCS)

CCS is a state program that treats children under 21 years of age with certain health conditions, diseases or chronic health problems and who meet the CCS program rules. If KFHC or your PCP believes your child has a CCS condition, he or she will be referred to the CCS program.

CCS program staff will decide if your child qualifies for CCS services. If your child qualifies to get this type of care, CCS providers will treat him or her for the CCS condition. KFHC will continue to cover types of service that do not have to do with the CCS condition such as physicals, vaccines and well-child checkups.

KFHC does not cover services provided by the CCS program. For CCS to cover these services, CCS must approve the provider, services and equipment.

CCS does not cover all health conditions. CCS covers most health conditions that physically disable or that need to be treated with medicines, surgery or rehabilitation (rehab). CCS covers children with health conditions such as:

- Congenital heart disease
- Cancers
- Tumors
- Hemophilia
- Sickle cell anemia
- Thyroid problems
- Diabetes
- Serious chronic kidney problems
- Liver disease
- Intestinal disease
- Cleft lip/palate
- Spina bifida
- Hearing loss
- Cataracts
- Cerebral palsy
- Seizures under certain circumstances
- Rheumatoid arthritis
- Muscular dystrophy
- AIDS
- Severe head, brain or spinal cord injuries

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

Benefits and Services

- Severe burns
- Severely crooked teeth

The State pays for CCS services. If your child is not eligible for CCS program services, he or she will keep getting medically necessary care from KFHC.

To learn more about CCS, call member services 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711). You may also contact CCS at (661) 321-3000.

Other programs and services for people with Medi-Cal

There are other programs and services for people with Medi-Cal, including:

- Organ and tissue donation
- Major Organ Transplant-Kidney, Corneal
- Community Based Adult Services (CBAS)
- Alcohol and Substance Abuse Screenings
- Phenylketonuria (PKU)
- Clinical Cancer Trials

Read each of the sections below to learn more about other programs and services for people with Medi-Cal.

Organ and tissue donation

Anyone can help save lives by becoming an organ or tissue donor. If you are between 15 and 18 years old, you can become a donor with the written consent of your parent or guardian. You can change your mind about being an organ donor at any time. If you want to learn more about organ or tissue donation, talk to your PCP. You can also visit the United States Department of Health and Human Services website at organdonor.gov.

Coordination of benefits

KFHC offers services to help you coordinate your health care needs at no cost to you. If you have questions or concerns about your health or the health of your child, call member services at 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711).

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

5. Rights and Responsibilities

As a member of KFHC, you have certain rights and responsibilities. This chapter will explain those rights and responsibilities. This chapter also includes legal notices that you have a right to as a member of KFHC.

Your rights

KFHC members have these rights:

- To be treated with respect, giving due consideration to your right to privacy and the need to maintain confidentiality of your medical information.
- To be provided with information about the plan and its services, including Covered Services.
- To be able to choose a primary care provider within the Contractor's network.
- To participate in decision making regarding your own health care, including the right to refuse treatment.
- To voice grievances, either verbally or in writing, about the organization or the care received.
- To receive care coordination.
- To request an appeal of decisions to deny, defer, or limit services or benefits.
- To receive oral interpretation services for their language.
- To receive free legal help at your local legal aid office or other groups.
- To formulate advance directives.
- To have access to family planning services, Federally Qualified Health Centers, Indian Health Service Facilities, sexually transmitted disease services and Emergency Services outside the Contractor's network pursuant to the federal law.
- To request a State Hearing, including information on the circumstances under which an expedited hearing is possible.
- To have access to, and where legally appropriate, receive copies of, amend or correct your Medical Record.
- To disenroll upon request. Beneficiaries that can request expedited disenrollment include, but are not limited to, beneficiaries receiving services under the Foster Care, or Adoption Assistance Programs; and members with special health care needs.
- To access Minor Consent Services.
- To receive written member informing materials in alternative formats (including braille, large-size print, and audio format) upon request and in a timely fashion appropriate for the format being requested and in accordance with W & I Code Section 14182 (b)(12).
- To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- To receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand.
- To receive a copy of your medical records, and request that they be amended or

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

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Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

corrected, as specified in 45 CFR §164.524 and 164.526.

- Freedom to exercise these rights without adversely affecting how you are treated by the Contractor, providers or the State.

Your responsibilities

KFHC members have these responsibilities:

- Give your providers and KFHC correct information
- Understand your health problems and take part in making treatment goals with your provider
- Let your provider know you are a KFHC member. Make sure you take your member ID card to your appointments and show it to the office staff when you check in
- Use the emergency room only when you have an emergency. If you are unsure whether you have an emergency, you can call the KFHC 24 hour Advice Nurse Line at 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield).
- Make and keep your medical appointments. Let your provider know at least 24 hours in advance of your scheduled appointment if you need to cancel.
- Ask questions about any medical condition. Make sure you understand your provider's explanation and instructions.
- Help KFHC keep your records accurate by letting us know when you change your address, your family status, or when you have other health coverage.
- Call KFHC member services as soon as possible if you receive a bill or have a complaint.
- Treat KFHC personnel and health care providers respectfully and courteously should insert written policy of member responsibilities, including providing accurate information to the professional staff, following instructions, and cooperating with the providers.

Notice of Privacy Practices

A STATEMENT DESCRIBING KFHCs POLICIES AND PROCEDURES FOR PRESERVING THE CONFIDENTIALITY OF MEDICAL RECORDS IS AVAILABLE AND WILL BE FURNISHED TO YOU UPON REQUEST.

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED. THIS NOTICE ALSO DESCRIBES HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

We agree to follow the terms of this Notice of Privacy Practices. We have the right to change the terms of this notice, and to make the new notice effective for all health information we hold. If we need to make any changes, we will mail you an updated notice.

Why is this notice included in this handbook?

KFHC is required by law to make your health information private. We are also required to let you know how we secure your protected health information (PHI).

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

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How does KFHC use and share my health information?

KFHC stores health-related records about you, which includes your:

- Claims history,
- Health plan enrollment information,
- Case management records, and
- Prior authorizations of coverage for health services.

We use this information and share it with others for the following reasons:

- **Treatment.** KFHC uses your health information to plan your health care. For example, we share your health information with hospitals, clinics, physicians and other health care providers to help them provide services to you.
- **Payment.** KFHC uses and shares your health information to pay for health services you receive. For example, we tell providers that you are a member of KFHC, and tell them about your benefits.
- **Health Care Operations.** KFHC uses and shares your health information, when needed, to help us run our health plan. For example, we use our members' claims data for our internal accounting activities, and for quality purposes.
- **Contractors and Agents.** We share health information with our contractors and agents who help us in the tasks listed above. We do obtain confidentiality agreements before we share information for payment or business purposes. For example, companies that provide or maintain our computer services may have access to computerized health information when providing services to us.
- **Contacting You.** We may contact you to provide appointment reminders or information about treatments open to you. We may also contact you about other health-related services.

Can others involved in my care get information about me?

Yes, if we feel it is needed, we may release medical information to a friend or family member who is involved in your care and has legal permission to receive your health information. This includes responding to phone calls about eligibility and claim status. KFHC will only share your information to an individual involved in your health care

- When you tell us we can either verbally or in writing,
- When the individual has provided us with proof that they are legally allowed to receive your health information such as a power of attorney, or guardianship,
- If you are unable to give us permission, for example if you are unconscious, we may share your information if we believe it is in your best interest,
- Or if it is in your best interest to lessen a serious and imminent threat to your health.

Can my health information ever be released without my permission?

Yes, we may share health information without your consent. In addition to the reasons already listed, health information can be shared with government agencies and others at times where we are required or authorized by law. The following is a list of instances when we may be required or allowed to share health information without your consent:

- Disclosures that are required by State or federal law

QUESTIONS?

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- To agencies responsible for governing the health care system, for audits, inspections or investigations
- Upon receipt of a court order or to a court, investigator, or lawyer for cases about the operation of Medi-Cal. This may involve fraud or actions to recover money from others when Medi-Cal has paid your medical claims.

Are there any times when my PHI is not released?

Your health information may be covered under laws that may limit or prevent some uses or disclosures. For example, there are limitations on the sharing of health information relating to:

- HIV/AIDS status,
- Mental health treatment,
- Psychotherapy notes,
- Developmental disabilities, and
- Drug and alcohol abuse treatment.

We comply with these limits in our use of your health information.

We will not allow the sale of PHI or other sharing or uses of your health information without your written consent.

What rights do I have as a KFHC member?

As a member you have the following rights:

- You have the right to be notified in case of a breach of unsecured PHI.
- You have the right to ask us to limit certain sharing and uses of your health information. However, KFHC is not required to agree to any restrictions requested by its members.
- You have the right to request that your health information be used or shared other than as described here and you have the right to change your mind at any time by providing us with your permission in writing.
- You have the right to request that your health information be shared with your family, close friends, or others involved in the payment of your care.
- You have the right to share your health information in a disaster relief situation.
- You have the right to tell us to contact you for fundraising efforts.
- You have the right to ask us to contact you only in writing or at a different address, post office box, or by telephone. We will accept reasonable request when necessary to protect your privacy.
- You have the right to see and copy your health records that KFHC holds. We must receive your request in writing. We will answer your request within 30 days. If your records are stored in another location, please allow 60 days for us to respond. We may charge a fee to cover the cost of copying your records. KFHC may deny your request. If your request is denied, we will tell you the reason why in writing. You have the right to appeal the denial.
- If you believe the information in our records is wrong, you have the right to ask us to

QUESTIONS?

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change it. We may deny your request. If your request is denied, you have the right to submit a statement to be placed in the record.

- You have the right to get a report of non-routine sharing of your health information that we have made. Your request may be up to six years prior from the date of your request. There are some limitations. For example, we do not have records of:
 - Information shared with your consent;
 - Information shared for the purposes of health care treatment, checking payment for health services, or conducting the health plan operations of KFHC;
 - Information shared with you; and certain other disclosures.

How do I exercise these rights?

You can practice any of your rights by sending a written letter to our Privacy Official at the address listed below. To assist with the processing of your request, call us at the phone number listed below as well.

How do I file a grievance if my privacy rights are violated?

You have the right to file a grievance with our Privacy Officer. You may also file a complaint with the Secretary of Health and Human Services.

KFHC will not hold anything against you in any way for filing a grievance. Filing a grievance will not affect the quality health services you receive as a KFHC member.

Contact KFHC at:

Privacy Officer, Kern Family Health Care

Mailing address: 9700 Stockdale Highway, Bakersfield, CA 93311

Telephone Number: 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield)

Contact the DHCS at:

DHCS Privacy Officer

1501 Capitol Avenue, MS0010,

PO Box 997413, Sacramento, CA 95899-7413

Telephone: 916-445-4646

Toll Free: 1-866-866-0602

Email: DHCSprivacyofficer@dhcs.ca.gov

Contact the Secretary of Health and Human Services at:

Secretary of Health and Human Services, Office for Civil Rights

200 Independence Avenue SW

Room 509F, HHH Building

Washington, DC 20201

Notice about laws

Many laws apply to this Member Handbook. These laws may affect your rights and responsibilities even if the laws are not included or explained in this handbook. The main

QUESTIONS?

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Laws that apply to this handbook are state and federal laws about the Medi-Cal program. Other federal and state laws may apply too.

Notice about Medi-Cal as a payer of last resort

Sometimes someone else has to pay first for the services KFHC provides you. For example, if you are in a car accident or if you are injured at work, insurance or Workers Compensation has to pay first.

The California Department of Health Care Services has the right and responsibility to collect for covered Medi-Cal services for which Medi-Cal is not the first payer.

The Medi-Cal program complies with state and federal laws and regulations relating to the legal liability of third parties for health care services to beneficiaries. KFHC will take all reasonable measures to ensure that the Medi-Cal program is the payer of last resort.

Notice about estate recovery

The State of California must seek repayment from the estate of a deceased KFHC member for:

- Services the member got on or after his or her 55th birthday.
- Any other payments for services the member got from providers not with KFHC.

To learn more about estate recovery, call (916) 650-0590.

Notice of Action

KFHC will send you a Notice of Action (NOA) letter any time KFHC denies, delays, terminates or modifies a request for health care services. If you disagree with the plan's decision, you can always file an appeal with KFHC.

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

6. Reporting and Solving Problems

There are two kinds of problems that you may have with KFHC:

- A complaint (or grievance) is when you have a problem with KFHC or a provider, or with the health care or treatment you got from a provider
- An appeal is when you don't agree with our decision not to cover or change your services

You can use the KFHC grievance and appeal process to let us know about your problem. This does not take away any of your legal rights and remedies. We will not discriminate or retaliate against you for complaining to us. Letting us know about your problem will help us improve care for all members.

You should always contact KFHC first to let us know about your problem. Call us between 8:00 am and 5:00 pm, Monday through Friday 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711) to tell us about your problem. This will not take away any of your legal rights. We will also not discriminate or retaliate against you for complaining to us. Letting us know about your problem will help us improve care for all members.

If your grievance or appeal is still not resolved, or you are unhappy with the result, you can call the California Department of Managed Health Care (DMHC) at **1-888-HMO-2219 (TTY 1-877-688-9891)**.

The California Department of Health Care Services (DHCS) Medi-Cal Managed Care Ombudsman can also help. They can help if you have problems joining, changing, or leaving a health plan. They can also help if you moved and are having trouble getting your Medi-Cal transferred to your new county. You can call the Ombudsman Monday through Friday, between 8:00 a.m. to 5:00 p.m. at **1-888-452-8609**.

You can also file a grievance with your county eligibility office about your Medi-Cal eligibility. If you are not sure who you can file your grievance with, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711).

Complaints

A complaint (or grievance) is when you have a problem or are unhappy with the services you are receiving from KFHC or a provider. There is no time limit to file a complaint. You can file a complaint with us at any time by phone, in writing or online.

- **By phone:** Call KFHC member services at 661-632-1590 (Bakersfield) or

QUESTIONS?

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Reporting and Solving Problems

1-800-391-2000 (outside of Bakersfield), (TTY 711) Monday through Friday between 8:00 am and 5:00 pm. Give your health plan ID number, your name and the reason for your complaint.

- **By mail:** Call KFHC member services at 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711) and ask to have a form sent to you. When you get the form, fill it out. Be sure to include your name, health plan ID number and the reason for your complaint. Tell us what happened and how we can help you.

Mail the form to:
Kern Family Health Care
9700 Stockdale Highway
Bakersfield, CA 93311
Attention: Grievance

Your doctor's office will have complaint forms available.

- **Online:** Visit the KFHC website. Go to www.kernfamilyhealthcare.com or log into your Member Portal account to file online.

If you need help filing your complaint, we can help you. We can give you free language services. Call member services at 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711).

Within 5 days of getting your complaint, we will send you a letter letting you know we received it. Within 30 days, we will send you another letter that tells you how we resolved your problem.

If you want us to make a fast decision because the time it takes to resolve your complaint would put your life, health or ability to function in danger, you can ask for an expedited (fast) review. To ask for an expedited review, call us at 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711). We will make a decision within 72 hours of receiving your complaint.

Appeals

An appeal is different from a complaint. An appeal is a request for KFHC to review and change a decision we made about coverage for a requested service. If we sent you a Notice of Action (NOA) letter telling you that we are denying, delaying, changing or ending a service, and you do not agree with our decision, you can file an appeal. Your PCP can also file an appeal for you with your written permission.

You must file an appeal within 60 calendar days from the date on the NOA you received. If you are currently getting treatment and you want to continue getting treatment, then you

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

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must ask for an appeal within 10 calendar days from the date the NOA was delivered to you, or before the date KFHC says services will stop. When you request the appeal, please tell us that you want to continue receiving services.

You can file an appeal by phone, in writing or online:

- **By phone:** Call KFHC at 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711), Monday through Friday between 8:00 am and 5:00 pm. Give your name, health plan ID number and the service you are appealing.
- **By mail:** Call KFHC at 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711) and ask to have a form sent to you. When you get the form, fill it out. Be sure to include your name, health plan ID number and the service you are appealing.

Mail the form to:
Kern Family Health Care
9700 Stockdale Highway
Bakersfield, CA 93311
Attention: Appeals

Your doctor's office will have appeal forms available.

- **Online:** Visit KFHC website. Go to www.kernfamilyhealthcare.com or your Member Portal account to file online.

If you need help filing your appeal, we can help you. We can give you free language services. Call member services at 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711).

Within 5 days of getting your appeal, we will send you a letter letting you know we received it. Within 30 days, we will tell you our appeal decision.

If you or your doctor wants us to make a fast decision because the time it takes to resolve your appeal would put your life, health, or ability to function in danger, you can ask for an expedited (fast) review. To ask for an expedited review, call member services at 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711). We will make a decision within 72 hours of receiving your appeal.

What to do if you do not agree with an appeal decision

If you filed an appeal and received a letter from KFHC telling you that we did not change our decision, or you never received a letter telling you of our decision and it has been past 30 days, you can:

- Ask for a State Hearing from DSS, and a judge will review your case.

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

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Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

- Ask for an Independent Medical Review (IMR) from DMHC and an outside reviewer who is not part of KFHC will review your case.

You will not have to pay for a State Hearing or an IMR.

You can ask for both a State Hearing and an IMR at the same time. You can also ask for one before the other to see if it will resolve your problem first. If you ask for an IMR first, but do not agree with the decision, you can still ask for a State Hearing later. But if you ask for a State Hearing first, and the hearing has already happened, you cannot ask for an IMR. In this case, the State Hearing has the final say.

The sections below will provide you with more information on how to ask for a State Hearing or an IMR.

Independent Medical Reviews (IMR)

An IMR is when an outside reviewer who is not related to the health plan reviews your case. If you want an IMR, you must first file an appeal with KFHC. If you do not hear from your health plan within 30 calendar days, or if you are unhappy with your health plan's decision, then you may then request an IMR. You must ask for an IMR within 6 months from the date on the notice telling you of the appeal decision.

You may be able to get an IMR right away without filing an appeal first. This is in cases where your health is in immediate danger or the request was denied because treatment was considered experimental or investigational.

The paragraph below will provide you with information on how to request an IMR. Note that the term "grievance" is talking about both "complaints" and "appeals."

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan call member services at 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711) and use your health plan's grievance process before contacting the department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number **(1-888-HMO-2219)** and a TDD line **(1-877-688-9891)** for the hearing and speech impaired. The department's

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

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Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

Internet Web site <http://www.hmohelp.ca.gov> has complaint forms, IMR application forms and instructions online.

State Hearings

A State Hearing is a meeting with people from the DSS. A judge will help to resolve your problem. You can ask for a State Hearing only if you have already filed an appeal with KFHC and you are still not happy with the decision, or if you have not received a decision on your appeal after 30 days.

You must ask for a State Hearing within 120 days from the date on the notice telling you of the appeal decision. Your PCP can ask for a State Hearing for you with your written permission and if he or she gets approval from DSS. You can also call DSS to ask the State to approve your PCP's request for a State Hearing.

You can ask for a State Hearing by phone or mail.

- **By phone:** Call the DSS Public Response Unit at 1-800-952-5253 (TTD 1-800-952-8349).
- **By mail:** Fill out the form provided with your appeals resolution notice. Send it to:
California Department of Social Services
State Hearings Division
P.O. Box 944243, MS 09-17-37
Sacramento, CA 94244-2430

If you need help asking for a State Hearing, we can help you. We can give you free language services. Call member services at 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711).

At the hearing, you will give your side. We will give our side. It could take up to 90 days for the judge to decide your case. KFHC must follow what the judge decides.

If you want the DSS to make a fast decision because the time it takes to have a State Hearing would put your life, health or ability to function fully in danger, you or your PCP can contact the DSS and ask for an expedited (fast) State Hearing. DSS must make a decision no later than 3 business days after it gets your request.

Fraud, waste and abuse

If you suspect that a provider or a person who gets Medi-Cal has committed fraud, waste or abuse, it is your right to report it.

Provider fraud, waste and abuse includes:

- Falsifying medical records
- Prescribing more medication than is medically necessary
- Giving more health care services than medically necessary

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

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Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

Reporting and Solving Problems

- Billing for services that were not given
- Billing for professional services when the professional did not perform the service
- Fraud, waste and abuse by a person who gets benefits includes:
 - Lending, selling or giving a health plan ID card or Medi-Cal Benefits Identification Card (BIC) to someone else
 - Getting similar or the same treatments or medicines from more than one provider
 - Going to an emergency room when it is not an emergency
 - Using someone else's Social Security number or health plan ID number

To report fraud, waste and abuse, write down the name, address and ID number of the person who committed the fraud, waste or abuse. Give as much information as you can about the person, such as the phone number or the specialty if it is a provider. Give the dates of the events and a summary of exactly what happened.

Send your report to:

Kern Family Health Care
9700 Stockdale Highway
Bakersfield, CA 93311
Attention: Compliance Department

QUESTIONS?

Call Member Services at 1-800-391-2000 (TTY 711).

KFHC is here Monday through Friday, 8:00 am to 5:00 pm. The call is toll free.

Or call the California Relay Line at 711. Visit online at www.kernfamilyhealthcare.com.

7. Important Numbers and Words to Know

Important phone numbers

- KFHC member services 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield), (TTY 711)
 - Kern County Department of Health and Human Services main office, 661-631-600, TTY 661-631-6200
 - California Department of Public Health 1-800-942-1054
 - Medi-Cal Helpline, 1-800-391-2000
 - Office of the Ombudsman, 1-888-452-8609
 - Health Care Options, 1-800-430-4263
-

Words to know

Active labor: The period of time when a woman is in the three stages of giving birth and either cannot be safely transferred in time to another hospital before delivery or a transfer may harm health and safety of the woman or unborn child.

Acute: A medical condition that is sudden, requires fast medical attention and does not last a long time.

Appeal: A member's request for KFHC to review and change a decision made about coverage for a requested service.

Benefits: Health care services and drugs covered under this health plan.

California Children's Services (CCS): A program that provides services for children up to age 21 with certain diseases and health problems.

California Health and Disability Prevention (CHDP): A public health program that reimburses public and private health care providers for early health assessments to detect or prevent disease and disabilities in children and youth. The program helps children and youth who qualify have access to regular health care. Your PCP can provide CHDP services.

Case manager: Registered nurses or social workers who can help you understand major health problems and arrange care with your providers.

Chronic condition: A disease or other medical problem that cannot be completely cured or that gets worse over time or that must be treated so you do not get worse.

QUESTIONS?

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Important Numbers and Words to Know

Clinic: Clinic is a facility that members can select as a primary care provider (PCP). It can be either a Federally Qualified Health Center (FQHC), community clinic, Rural Health Clinic (RHC), American Indian Health Clinic or other primary care facility.

Community-based adult services (CBAS): Outpatient, facility-based services for skilled nursing care, social services, therapies, personal care, family and caregiver training and support, nutrition services, transportation, and other services for members who qualify.

Complaint: A member's verbal or written expression of dissatisfaction about KFHC, a provider, or the quality of care or quality of services provided. A complaint is the same as a grievance.

Continuity of care: The ability of a plan member to keep getting Medi-Cal services from their existing provider for up to 12 months without a break in service, if the provider and KFHC agree.

Copayment: A payment you make, generally at the time of service, in addition to the insurer's payment.

Coverage (covered services): The health care services provided to members of KFHC, subject to the terms, conditions, limitations and exclusions of the Medi-Cal contract and as listed in this EOC and any amendments.

DHCS: The California Department of Health Care Services. This is the State office that oversees the Medi-Cal program.

Disenroll: To stop using this health plan because you no longer qualify or change to a new health plan. You must sign a form that says you no longer want to use this health plan or call HCO and disenroll by phone.

DMHC: The California Department of Managed Health Care. This is the State office that oversees managed care health plans.

Durable medical equipment (DME): Equipment that is medically necessary and ordered by your doctor or other provider. KFHC decides whether to rent or buy DME. Rental costs must not be more than the cost to buy. Repair of medical equipment is covered.

Early and periodic screening, diagnosis and treatment (EPSDT): A federal program to help find and prevent the health problems of Medi-Cal children from birth to 21 years of age. In California, this program is called the Child Health and Disability Prevention (CHDP) program.

Emergency medical condition: A medical or psychiatric (mental) condition with such severe symptoms, such as active labor (see definition above) or severe pain, that someone

QUESTIONS?

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with a reasonable layperson’s knowledge of health and medicine could reasonably believe that not getting immediate medical care could:

- Place your health or the health of your unborn baby in serious danger
- Cause impairment to a body function
- Cause a body part or organ to not work right

Emergency room care: An exam performed by a doctor (or staff under direction of a doctor as allowed by law) to find out if an emergency medical condition exists. Medically necessary services needed to make you clinically stable within the capabilities of the facility.

Emergency medical transportation: Transportation in an ambulance or emergency vehicle to an emergency room to receive emergency medical care.

Enrollee: A person who is a member of a health plan and receives services through the plan.

Excluded services: Services not covered by KFHC; non-covered services.

Family planning services: Services to prevent or delay pregnancy.

Federally Qualified Health Center (FQHC): A health center in an area that does not have many health care providers. You can get primary and preventive care at an FQHC.

Fee-For-Service (FFS): This means you are not enrolled in a managed care health plan. Under FFS, your doctor must accept “straight” Medi-Cal and bills Medi-Cal directly for the services you got.

Follow-up care: Regular doctor care to check a patient’s progress after a hospitalization or during a course of treatment.

Formulary: A list of drugs or items that meet certain criteria and are approved for members.

Fraud: An intentional act to deceive or misrepresent by a person who knows the deception could result in some unauthorized benefit for the person or someone else.

Grievance: A member’s verbal or written expression of dissatisfaction about KFHC, a provider, or the quality of care or services provided. A complaint is the same as a grievance.

Habilitation services and devices: Health care services that help you keep, learn or improve skills and functioning for daily living.

Health Care Options (HCO): The program that can enroll you in or disenroll you from the health plan.

QUESTIONS?

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Health care providers: Doctors and specialists such as surgeons, doctors who treat cancer, or doctors who treat special parts of the body and who work with KFHC or are in the KFHC network. KFHC network providers must have a license to practice in California and give you a service KFHC covers.

You usually need a referral from your PCP to see a specialist. Your PCP must get pre-approval from KFHC before you get care from the specialist.

You do **not** need a referral from your PCP for some types of service, such as family planning, emergency care, Ob/Gyn care or sensitive services.

Types of health care providers:

- Audiologist is a provider who tests hearing.
- Certified nurse-midwife is a nurse who cares for you during pregnancy and childbirth.
- Family practitioner is a doctor who treats common medical issues for people of all ages.
- General practitioner is a doctor who treats common medical issues.
- Internist is a doctor with special training in internal medicine, including diseases.
- Licensed vocational nurse is a licensed nurse who works with your doctor.
- A counselor is a person who helps you with family problems.
- Medical assistant or certified medical assistant is a non-licensed person who helps your doctors give you medical care.
- Mid-level practitioner is a name used for health care providers, such as nurse-midwives, physician's assistants or nurse practitioners.
- Nurse anesthetist is a nurse who gives you anesthesia.
- Nurse practitioner or physician's assistant is a person who works in a clinic or doctor's office who diagnoses, treats and cares for you, within limits.
- Obstetrician/gynecologist (Ob/Gyn) is a doctor who takes care of a woman's health, including during pregnancy and birth.
- Occupational therapist is a provider who helps you regain daily skills and activities after an illness or injury.
- Pediatrician is a doctor who treats children from birth through the teen years.
- Physical therapist is a provider who helps you build your body's strength after an illness or injury.
- Podiatrist is a doctor who takes care of your feet.
- Psychologist is a person who treats mental health issues but does not prescribe drugs.
- Registered nurse is a nurse with more training than a licensed vocational nurse and who has a license to do certain tasks with your doctor.
- Respiratory therapist is a provider who helps you with your breathing.
- Speech pathologist is a provider who helps you with your speech.

Health insurance: Insurance coverage that pays for medical and surgical expenses by repaying the insured for expenses from illness or injury or paying the care provider directly.

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Home health care: Skilled nursing care and other services given at home.

Home health care providers: Providers who give you skilled nursing care and other services at home.

Hospice: Care to reduce physical, emotional, social and spiritual discomforts for a member with a terminal illness (not expected to live for more than 6 months).

Hospital: A place where you get inpatient and outpatient care from doctors and nurses.

Hospitalization: Admission to a hospital for treatment as an inpatient.

Hospital outpatient care: Medical or surgical care performed at a hospital without admission as an inpatient.

Inpatient care: When you have to stay the night in a hospital or other place for the medical care you need.

Long-term care: Care in a facility for longer than the month of admission.

Managed care plan: A Medi-Cal plan that uses only certain doctors, specialists, clinics, pharmacies and hospitals for Medi-Cal recipients enrolled in that plan. KFHC is a managed care plan.

Medical home: A model of care that will provide better health care quality, improve self-management by members of their own care and reduce avoidable costs over time.

Medically necessary (or medical necessity): Reasonable and necessary types of service to protect life; keep the patient from getting seriously ill or disabled; or reduce severe pain through the diagnosis or treatment of disease, illness or injury.

Medicare: The federal health insurance program for people 65 years of age or older, certain younger people with disabilities, and people with end-stage renal disease (permanent kidney failure that requires dialysis or a transplant, sometimes called ESRD).

Member: Any eligible Medi-Cal beneficiary enrolled with KFHC who is entitled to receive Covered Services.

Mental health services provider: Licensed individuals who provide mental health and behavioral health services to patients.

Network: A group of doctors, clinics, hospitals and other providers contracted with KFHC to provide care.

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Network provider (or in-network provider): See “Participating provider” below.

Non-covered service: A service that KFHC does not cover.

Non-emergency medical transportation (NEMT): Transportation when you cannot get to a covered medical appointment by car, bus, train or taxi. KFHC pays for the lowest cost NEMT for your medical needs when you need a ride to your appointment.

Non-formulary drug: A drug not listed in the drug formulary.

Non-medical transportation: Transportation when traveling to and from an appointment for a Medi-Cal covered service authorized by your provider.

Non-participating provider: A provider not in the KFHC network.

Orthotic device: A device used as a support or brace affixed externally to the body to support or correct an acutely injured or diseased body part and that is medically necessary for the medical recovery of the member.

Out-of-area services: Services while a member is anywhere outside of the service area.

Out-of-network provider: A provider who is not part of the KFHC network.

Outpatient care: When you do not have to stay the night in a hospital or other place for the medical care you need.

Outpatient mental health services: Outpatient services for members with mild to moderate mental health conditions including:

- Individual or group mental health evaluation and treatment (psychotherapy)
- Psychological testing when clinically indicated to evaluate a mental health condition
- Outpatient services for the purposes of monitoring medication therapy
- Psychiatric consultation
- Outpatient laboratory, supplies and supplements

Palliative care: Care to reduce physical, emotional, social and spiritual discomforts for a member with a serious illness.

Participating hospital: A licensed hospital that has a contract with KFHC to provide services to members at the time a member receives care. The covered services that some participating hospitals may offer to members are limited by KFHC’s utilization review and quality assurance policies or KFHC’s contract with the hospital.

Participating provider (or participating doctor): A doctor, hospital or other licensed health care professional or licensed health facility, including sub-acute facilities that have a

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contract with KFHC to offer covered services to members at the time a member receives care.

Physician services: Services given by a person licensed under state law to practice medicine or osteopathy, not including services offered by doctors while you are admitted in a hospital that are charged in the hospital bill.

Plan: See managed care plan.

Post-stabilization services: Services you receive after an emergency medical condition is stabilized.

Pre-approval (or prior-authorization): Your PCP must get approval from KFHC before you get certain services. KFHC will only approve the services you need. KFHC will not approve services by non-participating providers if KFHC believes you can get comparable or more appropriate services through KFHC providers. A referral is not an approval. You must get approval from KFHC.

Premium: An amount paid for coverage; cost for coverage.

Prescription drug coverage: Coverage for medications prescribed by a provider.

Prescription drugs: A drug that legally requires an order from a licensed provider to be dispensed, unlike over-the-counter (OTC) drugs that do not require a prescription.

Preferred drug list (PDL): A chosen list of drugs approved by this health plan from which your doctor may order for you. Also called a formulary.

Primary care: See routine care.

Primary care provider (PCP): The licensed provider you have for most of your health care. Your PCP helps you get the care you need. Some care needs to be approved first, unless:

- You have an emergency.
- You need Ob/Gyn care.
- You need sensitive services.
- You need family planning care.

Your PCP can be a:

- General practitioner
- Internist
- Pediatrician
- Family practitioner
- Ob/Gyn
- FQHC or RHC

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Important Numbers and Words to Know

- Nurse practitioner
- Physician assistant
- Clinic

Prior authorization (pre-approval): A formal process requiring a health care provider to get approval to provide specific services or procedures.

Prosthetic device: An artificial device attached to the body to replace a missing body part.
Provider Directory: A list of providers in the KFHC network.

Psychiatric emergency medical condition: A mental disorder where the symptoms are serious or severe enough to cause either an immediate danger to yourself or others or you are immediately unable to provide for or use food, shelter or clothing due to the mental disorder.

Psychiatric emergency services may include moving a member to a psychiatric unit inside a general hospital or to an acute psychiatric hospital. This move is done to avoid or lessen a psychiatric emergency medical condition. In addition, the treating provider believes the move would not result in making the member's condition worse.

Public health services: Health services targeted at the population as a whole. These include, among others, health situation analysis, health surveillance, health promotion, prevention services, infectious disease control, environmental protection and sanitation, disaster preparedness and response, and occupational health.

Qualified provider: Doctor qualified in the area of practice appropriate to treat your condition.

Reconstructive surgery: Surgery when there is a problem with a part of your body. This problem could be caused by a birth defect, disease or injury. It is medically necessary to make that part look or work better.

Referral: When your PCP says you can get care from another provider. Some covered care and services require a referral and pre-approval. You do not need a referral from your PCP for these services:

- Emergency care
- Ob/Gyn care from providers in the KFHC network
- The prevention or treatment of pregnancy, including birth control, emergency contraceptive services, pregnancy tests, prenatal care, abortion and abortion-related procedures.
- Sensitive services
- The screening, prevention, testing, diagnosis, and treatment of sexually transmitted infections and sexually transmitted diseases.
- The diagnosis and treatment of sexual assault or rape, including the collection of

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medical evidence with regard to the alleged rape or sexual assault.

- The screening, prevention, testing, diagnosis, and treatment of the human immunodeficiency virus (HIV).
- Family planning care
- Outpatient professional behavioral health services

Routine care: Medically necessary services and preventive care, well child visits, or care such as routine follow-up care. The goal of routine care is to prevent health problems.

Rural Health Clinic (RHC): A health center in an area that does not have many health care providers. You can get primary and preventive care at an RHC.

Sensitive services: Medically necessary services for family planning, sexually transmitted infections (STIs), HIV/AIDS, sexual assault and abortions.

Serious illness: A disease or condition that must be treated and could result in death.

Service area: The geographic area KFHC serves. This includes the county of Kern.

Skilled nursing care: Covered services provided by licensed nurses, technicians and/or therapists during a stay in a Skilled Nursing Facility or in a member's home.

Skilled nursing facility: A place that gives 24-hour-a-day nursing care that only trained health professionals may give.

Specialist (or specialty physician): A doctor who treats certain types of health care problems. For example, an orthopedic surgeon treats broken bones; an allergist treats allergies; and a cardiologist treats heart problems. In most cases, you will need a referral from your PCP to see a specialist.

Specialty mental health services:

- Outpatient services:
 - Mental health services (assessments, plan development, therapy, rehabilitation and collateral)
 - Medication support services
 - Day treatment intensive services
 - Day rehabilitation services
 - Crisis intervention services
 - Crisis stabilization services
 - Targeted case management services
 - Therapeutic behavioral services
 - Intensive care coordination (ICC)
 - Intensive home-based services (IHBS)
 - Therapeutic foster care (TFC)

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Important Numbers and Words to Know

- Residential services:
 - Adult residential treatment services
 - Crisis residential treatment services
- Inpatient services:
 - Acute psychiatric inpatient hospital services
 - Psychiatric inpatient hospital professional services
 - Psychiatric health facility services

Terminal illness: A medical condition that cannot be reversed and will most likely cause death within one year or less if the disease follows its natural course.

Triage (or screening): The evaluation of your health by a doctor or nurse who is trained to screen for the purpose of determining the urgency of your need for care.

Urgent care (or urgent services): Services provided to treat a non-emergency illness, injury or condition that requires medical care. You can get urgent care from an out-of-network provider if network providers are temporarily not available or accessible.

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NOTES

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Service Area/Área de Servicio

Alta Sierra **Arvin** **Bakersfield**
Bear Valley Springs **Bodfish** *Boron*
Buttonwillow Caliente California City
Delano **Di Giorgio** *Edison*
Edwards AFB *Fellows* Frazier Park
Glennville Havilah **Keene** Kernville
Lake Isabella **Lamont** Lancaster*
Lebec Loraine **Lost Hills** **Maricopa**
McFarland McKittrick Mettler
Miracle Hot Springs Mojave Monolith
Oildale Onyx **Palmdale***
Pine Mountain Pond **Posey**
Ridgecrest* **Rosamond** Shafter **Taft**
Tehachapi Tupman **Twin Oaks**
Walker Basin **Wasco** Weldon
Wheeler Ridge **Wofford Heights** Woody

**Medical services only.
Not open for Kern Family
Health Care enrollment.*

**Servicios médicos solamente. No esta
abierto para inscribir en Kern Family
Health Care.*



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información en español,
por favor llámenos.

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