

## Hot Topics

### Language Assistance Available for Kern Family Health Care Providers



Kern Health Systems (KHS) is committed to providing quality health care to our culturally and linguistically diverse member population. To assist providers in better communicating with members that are limited in their English proficiency (LEP), KHS provides telephone, in-person and video remote interpreting services. Telephone interpreting is available 24 hours a day, 7 days a week. In person and video remote interpreting services must be scheduled at least 5-7 days in advance of an appointment through KHS' Member Services Department.

**During KHS Office Hours:** Contact KHS' Member Services Department at 1-800-391-2000. A Member Services Representative will connect you with one of our interpreting services.

**After KHS Office Hours:**

1. Call 1-800-391-2000
2. Select option 2 for the Advice Nurse Line
3. Select option 3 to access an interpreter
4. Inform the Advice Nurse Line of the need for an interpreter and you will be connected to an interpreter.

**Tips for Effective Interpretation**

- Speak Slowly
- Use simple words and avoid jargon
- Repeat important information
- Avoid technical language (if possible)
- Ask patients to repeat back to you important information
- Give information in small chunks
- Be aware and attentive
- Ask one question at a time
- Don't make assumptions

**Additional training and resources are available under the KHS Provider Resources webpage:**

- <https://www.kernfamilyhealthcare.com/providers/provider-resources/cultural-and-linguistic-services/>

For any questions, please contact your Provider Relations Representative at 1-800-391-2000. Thank you!



## BULLETINS

- [Marriage and Family Therapists & Mental Health Counselors 2024 Claims - March 21, 2024](#)
- [All Plan Letter \(APL\) 24-001 Street Medicine - March 11, 2024](#)
- [Important Update on Cyber Security Measures and Support - February 27, 2024](#)
- [Annual Managed Care Accountability Set \(MCAS\) Audit - February 26, 2024](#)
- [Medi-Cal: Planned ePrescribing Functionality Migration for February 17, 2024 - February 15, 2024](#)
- [Behavioral Health Referral Process - February 6, 2024](#)
- [Claims Timely Filing Requirements - February 1, 2024](#)
- [Access Survey Bulletin - January 19, 2024](#)
- [Provider Manual, updated February 2024](#)

## New April Vendors

### ABA PROVIDERS & SERVICES:

- Today's Applied Behavior Analysis
- Montera Health Texas LLC (Telehealth Only)

### AMBULATORY SURGERY CENTER:

- San Joaquin Valley Surgery Center

### CSS/MED TAILORED MEALS:

- Bento Foods

### HOME HEALTH:

- Reliable Healthcare LLC
- Seva Home Health

### ICF/DD FACILITY:

- Bloomfield West Inc.

### MENTAL HEALTH:

- InspireMe Counseling & Wellness Center

### PEDS ACUTE/REHAB/SUBACUTE:

- Healthbridge Children's Hospital

### PRIMARY CARE AND ECM – CASE MANAGEMENT

- Healthbridge Children's Hospital

### SNF:

- Antelope Valley Care Center

### TRANSPORTATION:

- AB Medical Transport



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