



PROVIDER *bulletin*

December 17, 2018

Dear Providers:

Kern Health Systems (KHS) has partnered with an additional new claims editing software company, Zelis. Zelis will be assisting KHS with claims edits as well as with our dispute process. Zelis may be reaching out to your office to obtain additional supporting documents to proceed with any claims disputes your office may have filed.

As a reminder, please include the following items in all disputes:

- KHS claims dispute form explaining the reason for the dispute
http://www.kernfamilyhealthcare.com/files/Provider_Disputes_Regarding_Claims.pdf
- Copy of the CMS1500/UB04 as originally billed
- Copy of the EOB including the denial and/or discount language
- All pertinent medical records and/or reports necessary for reconsideration of the claim

For additional information, please contact your KHS Provider Relations Representative at (661) 664-5000.

Thank you,

Melissa Lopez
Provider Relations Manager