



PROVIDER *bulletin*

Monday August 7, 2017

Dear Provider,

In an attempt to impact the number of children who access their Primary Care Provider, the KHS Quality Improvement Department has expanded our member incentive program. Parents or Guardians, who take their children or adolescents to their PCP for a well visit, will be offered the following incentives:

- Parents/guardians will be entered in a monthly raffle for one of twenty-five \$10.00 gift cards following confirmation of a well-child visit for each household. Raffles will be held monthly through the remainder of 2017
- Children and adolescents will receive two movie tickets following confirmation of a well-child visit.

A letter will be mailed soon to those households that have children who have not been seen by their PCP in 2017. To redeem the member incentive, KHS is asking PCP offices to stamp the letter (either office stamp or date stamp is acceptable) and initial/sign in the space beside the name of the child they have seen. The parent/guardian will then return the letter in a KHS provided self-addressed stamped envelope. Once the visit has been verified (appropriate stamp and signature), KHS will send the movie tickets and enter the household in the raffle. A sample letter is attached.

If you have any questions, please feel free to contact your Provider Relations Representative.





**Kern Family
Health Care**

The Friendly Face
Of Kern Health Systems

Parent or Guardian of KFHC Member
Address
City, State, Zip

August 7, 2017

Dear Parent or Guardian,

Did you know that many childhood illnesses can be avoided? A once a year check-up can help your child stay strong and healthy. Kern Family Health Care records show there are children in your household who have not had a wellness exam this year.

If you act now, your child can join our once a year **Wellness Reward Program**. The **Wellness Reward Program** rewards both you and your child. For each child in your household, you will get one chance to **win one of twenty-five \$10.00 gift cards** raffled each month. Each child will also get **two free movie tickets**.

Join the Wellness Reward Program!

1. Schedule your children for a visit with their doctor **before December 31, 2017**.
2. **Take this letter** with you to the visit.
3. Ask your doctor's office to sign and stamp this letter. Then mail it back to us in the enclosed envelope.
4. After we see that your child had a full exam, we will send **two movie tickets for your child**. We will also enter your name in a raffle to **win one of twenty-five \$10.00 gift cards**.

The raffles will be held on the last day of each month and will continue through December, 2017. We will tell you by mail if you have won.

If getting to the doctor's office is a problem, you can get bus passes for their visit. Just call **1-800-391-2000** and press option #3 to reach our Transportation Department for help. Together we can help your child stay healthy. Please call us if you have any questions.

We now have a Text Messaging service. It will send you notices of new health programs and services for you and your family. Call our Member Services Department at **1-800-391-2000** to enroll in this service.

Best wishes.

Quality Improvement Department

*****Office staff please:**

1. **Stamp this letter after the patient's appointment.**
2. **Sign in the space beside the child's name.**

*Doctor's
Office
Stamp:*

<i>Member ID</i>	<i>First Name</i>	<i>Last Name</i>	<i>DOB</i>	<i>Authorized Signature</i>

Please be aware that California Law does allow teens to get some health care without your consent. These include health care for pregnancy, birth control or STDs (Sexually Transmitted Diseases).



August 7, 2017

Estimado Padre o Guardián,

¿Sabía usted que muchas enfermedades de infancia pueden ser evitadas? Un chequeo al año puede ayudar a su hijo a mantenerse fuerte y saludable. Los registros de Kern Family Health Care muestran que hay niños en su hogar que no han tenido un examen de bienestar este año.

Si usted actúa ahora, su hijo(a) puede unirse a nuestro **Programa de Recompensa de Salud** una vez al año. El **Programa de Recompensa de Salud** premia a ambos, a usted y a su hijo(a). Por cada niño(a) en su hogar, usted tendrá una oportunidad de **ganar una de las veinticinco tarjetas de regalo de \$10.00** rifadas cada mes. Cada niño(a) también recibirá **dos entradas gratis para el cine**.

¡Únase al Programa de Recompensa de Salud!

1. Prográmeles a sus hijos una visita con su doctor para antes del **31 de diciembre del 2017**.
2. **Lleve esta carta** con usted a la visita.
3. Pídale a la oficina de su doctor que firme y selle esta carta. Luego envíenosla de regreso en el sobre adjunto.
4. Después que veamos que su hijo(a) tuvo un examen completo, le enviaremos **dos entradas para el cine para su hijo(a)**. También vamos a poner su nombre en la rifa para **ganar una de las veinticinco tarjetas de regalo de \$10.00**.

Las rifas serán el último día de cada mes y van a continuar hasta diciembre del 2017. Le vamos a informar por correo si usted ganó.

Si ir a la oficina del doctor es un problema, usted puede obtener pases de autobús para sus visitas. Solamente llame al **1-800-391-2000 y presione la opción #3 para llegar a nuestro Departamento de Transporte para ayuda**. Juntos podemos ayudar a su hijo(a) a mantenerse saludable. Por favor llámenos si tiene alguna pregunta.

Ahora tenemos un servicio de mensajes de texto. Le enviará notificaciones de nuevos programas de salud y servicios para usted y su familia. Llame a nuestro Departamento de Servicios para Miembros al 1-800-391-2000, para inscribirse en este servicio.

Los mejores deseos,
Departamento de Mejora de la Calidad

Por favor tome en cuenta que la Ley de California permite que adolescentes reciban algún cuidado de salud sin su consentimiento. Esto incluye cuidado de salud para embarazo, control de la natalidad o enfermedades de transmisión sexual (ETS).