

November 14, 2017

## **\*\*\*PROVIDER CONNECTION\*\*\***

Dear Provider,

KHS launched an all new Provider Connection on November 13<sup>th</sup>, 2017. The legacy Provider Portal was taken offline November 10<sup>th</sup> at 3pm and is no longer available. All KHS Provider Connection users will need to obtain new login credentials from their practice administrator. If you are an administrator and have not signed a new End User License Agreement and been provided with new login credentials, please contact your KHS Provider Relations Representative.

If you have not yet obtained login credentials to the KHS Provider Connection and need to verify member eligibility, please call the KHS DIVA Automated Eligibility line at (661)664-5185. Currently, due to unusually high call volumes, you may experience extended wait times if calling KHS Member Services directly only to verify member eligibility.

KHS is also aware of an existing issue with the online authorization search functionality that is preventing users from searching for some authorizations. If you need to inquire about an authorization please call 1-800-391-2000. KHS is working diligently to resolve the issue and hopes to have the search fully functional again as soon as possible.

If you have questions, please contact your Provider Relations Representative directly or call KHS at 1-800-391-2000

Sincerely,

Jake Hall  
Provider Relations Supervisor

