



PROVIDER *bulletin*

July 22, 2019

Language Assistance Bulletin

Dear Provider:

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 contracts with Language Line Services to offer telephone interpreting service.

During KHS Office Hours: Contact KHS' Member Services Department at 1-800-391-2000. A Member Services Representative will assist you or connect you with Language Line Services.

After KHS Office Hours: Contact our On Call Nurse at 661-331-7656. The On Call Nurse will connect you with Language Line Services.

KHS has made additional training and resources available to providers, via the Cultural & Linguistic Services section of the Provider Resources portion of our website:

<http://www.kernfamilyhealthcare.com/page.asp/csasp/DepartmentID.1477/cs/SectionID.2935/cs/PageID.15958/csasp.html>

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

Thank you,

Melissa Lopez
Provider Relations Manager



