KERN HEALTH SYSTEMS | PROVIDER *bulletin*

March 7, 2019

Dear Provider:

In order to provide more efficient service to our members, if a prior authorization (TAR) is required, please submit complete and accurate information in the request. Full demographic information regarding the member, prescriber, and medication is needed. Incomplete requests cannot be processed and will be returned.

The preferred submission method is through our Provider Portal. In addition to the efficiency of completing the request, its status can be tracked on line and duplicate submissions can be eliminated. This can save time, energy, and resources on your end. It also promotes more efficient patient care for the member.

Another benefit if the request is submitted via the Provider Portal is that the member will also be able to track its status through the Member Portal by visiting **kernfamilyhealthcare.com**. This could eliminate or greatly reduce the number of calls the members are placing to the pharmacy to find out the authorization status.

Authorization submission: Please submit TARs via the Provider Portal.
https://provider.kernfamilyhealthcare.com   Contact your company's system administrator for user access. If you are unsure who your system administrator is, please contact your Kern Health Systems Provider Relations Representative.

Sincerely,

Bruce Wearda, R.Ph.
Director of Pharmacy