



# PROVIDER *bulletin*

October 25, 2019

Dear Provider:

Due to the recent power shutoffs, our members in the affected areas may need early refills for medications requiring refrigeration. TAR's should be submitted for members needing refills that are rejecting as "too soon". Please help with taking the appropriate clinical steps to assist these members in getting their medications to make it through this situation.

A TAR will be needed and will be honored for medications that have spoiled due to lack of a working refrigerator. As there may be an increase in volume of TARs during this period, you may wish to loan an amount until the TAR has been authorized.

Thank you for taking care of our members and working with us as we navigate through this time of need. We hope that the power shutoff is kept to a minimum, the members' lives can have order restored, and we can return to business as usual.

**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