



# PROVIDER *bulletin*

January 4, 2020

Dear Provider:

Please note, beginning March 1, 2020, all medication TAR requests are required to be submitted electronically online, just as they are with Medi-Cal and Medicare plans, through the Provider Portal. Faxed submissions will not be processed and will be returned with instructions to submit through the KFHC Provider Portal. In addition to completing the request more efficiently, its status can also 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. In efforts to make this a smooth transition, please begin submitting requests through the KFHC Provider Portal today. Thank you in advance if you are already doing so.

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](http://kernfamilyhealthcare.com)**. This could eliminate or greatly reduce the number of calls members are placing to the provider's office or pharmacy to find out the authorization status. Please let our members know of this benefit available to them. They can open an account by visiting **[kernfamilyhealthcare.com](http://kernfamilyhealthcare.com)**.

**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