



PROVIDER *bulletin*

January 17, 2020

Dear Provider,

As mandated by the California Department of Health Care Services (DHCS), Kern Health Systems (KHS) is required to report data for the annual Managed Care Accountability Set (MCAS, formerly referred to as HEDIS) to determine the quality of care provided to KHS members. KHS will provide your office with a list of member records that will need to be provided to KHS. This information will be used to calculate MCAS/HEDIS performance levels for the measurement year.

KHS will conduct the record retrieval utilizing its own staff as this has been an effective way to collect the data. If your office uses Electronic Health Records please contact Provider Relations at (661-664-5000) to arrange access for record retrieval. KHS Quality Improvement (QI) staff will work with you to schedule an appointment with provider office staff to review and retrieve records. In rare instances, it may be necessary for KHS staff to collect some records without a scheduled appointment.

Provider offices will receive a letter containing more details and contact information in the next few days. Thank you for your support with this and if you have any questions, please contact the Provider Relations Department at (661) 664-5000.

Sincerely,

Jake Hall
Provider Network Manager
Kern Health Systems

