



**KERN HEALTH
SYSTEMS**

**PUBLIC POLICY/COMMUNITY
ADVISORY COMMITTEE**

Tuesday, June 27, 2023

at

11:00 A.M.

At

**Kern Health Systems
2900 Buck Owens Boulevard
Bakersfield, CA 93308**

The public is invited.

For more information - please call (661) 664-5536.

AGENDA

PUBLIC POLICY/COMMUNITY ADVISORY COMMITTEE

KERN HEALTH SYSTEMS
2900 Buck Owens Boulevard
Bakersfield, California 93308
1st Floor Board Room

Regular Meeting
Tuesday, June 27, 2023

11:00 A.M.

All agenda item supporting documentation is available for public review on the Kern Health Systems website: <https://www.kernfamilyhealthcare.com/about-us/committees/> Following the posting of the agenda, any supporting documentation that relates to an agenda item for an open session of any regular meeting that is distributed after the agenda is posted and prior to the meeting will also be available on the KHS website.

PLEASE REMEMBER TO TURN OFF ALL CELL PHONES, PAGERS OR ELECTRONIC DEVICES DURING MEETINGS.

COMMITTEE TO RECONVENE

Members: Janet Hefner, Jennifer Wood, Jasmine Ochoa, Mark McAlister, Cecilia Hernandez-Colin, Beatriz Basulto, Tammy Torres, Yadira Ramirez, Michelle Bravo, Alex Garcia, Quon Louey, Kaelsun Singh Tyiska, Rukiyah Polk

CONSENT AGENDA/OPPORTUNITY FOR PUBLIC COMMENT: ALL ITEMS LISTED WITH A "CA" ARE CONSIDERED TO BE ROUTINE AND NON-CONTROVERSIAL BY KERN HEALTH SYSTEMS STAFF. THE "CA" REPRESENTS THE CONSENT AGENDA. CONSENT ITEMS WILL BE CONSIDERED FIRST AND MAY BE APPROVED BY ONE MOTION IF NO MEMBER OF THE COMMITTEE OR AUDIENCE WISHES TO COMMENT OR ASK QUESTIONS. IF COMMENT OR DISCUSSION IS DESIRED BY ANYONE, THE ITEM WILL BE REMOVED FROM THE CONSENT AGENDA AND WILL BE CONSIDERED IN LISTED SEQUENCE WITH AN OPPORTUNITY FOR ANY MEMBER OF THE PUBLIC TO ADDRESS THE COMMITTEE CONCERNING THE ITEM BEFORE ACTION IS TAKEN.

STAFF RECOMMENDATION SHOWN IN CAPS

PUBLIC PRESENTATIONS

- 1) This portion of the meeting is reserved for persons to address the Committee on any matter not on this agenda but under the jurisdiction of the Committee. Committee members may respond briefly to statements made or questions posed. They may ask a question for clarification; make a referral to staff for factual information or request staff to report back to the Committee at a later meeting. Also, the Committee may take action to direct the staff to place a matter of business on a future agenda. **SPEAKERS ARE LIMITED TO TWO MINUTES. PLEASE STATE AND SPELL YOUR NAME BEFORE MAKING YOUR PRESENTATION. THANK YOU!**

COMMITTEE MEMBER ANNOUNCEMENTS OR REPORTS

- 2) On their own initiative, Committee members may make an announcement or a report on their own activities. They may ask a question for clarification, make a referral to staff or take action to have staff place a matter of business on a future agenda (Gov. Code Sec. 54954.2[a])
- CA-3) Minutes for Public Policy/Community Advisory Committee meeting on March 28, 2023 -
APPROVE
- CA-4) Report on June2023 Medi-Cal Membership Enrollment -
RECEIVE AND FILE
- CA-5) Report on Health Education for Q1 2023 -
RECEIVE AND FILE
- 6) Report on Member Services Grievance Operational Report and Grievance Summary for Q1 2023 -
APPROVE
- 7) Marketing Department Medi-Cal Redetermination presentation -
RECEIVE AND FILE
- 8) Health Education Tobacco Cessation Program presentation -
RECEIVE AND FILE

ADJOURN TO SEPTEMBER 26, 2023 AT 11:00 A.M.

AMERICANS WITH DISABILITIES ACT
(Government Code Section 54953.2)

The meeting facilities at Kern Health Systems are accessible to persons with disabilities. Disabled individuals who need special assistance to attend or participate in a Committee meeting may request assistance at the Kern Health Systems office, 2900 Buck Owens Boulevard, Bakersfield, California 93308 or by calling (661) 664-5000. Every effort will be made to reasonably accommodate individuals with disabilities by making meeting material available in alternative formats. Requests for assistance should be made five (5) working days in advance of a meeting whenever possible.

SUMMARY

PUBLIC POLICY/COMMUNITY ADVISORY COMMITTEE

KERN HEALTH SYSTEMS
2900 Buck Owens Boulevard
Bakersfield, California 93308

Regular Meeting
Tuesday, March 28, 2023

COMMITTEE RECONVENED

Members: Janet Hefner, Jennifer Wood, Jasmine Ochoa, Mark McAlister, Cecilia Hernandez-Colin, Beatriz Basulto, Tammy Torres, Yadira Ramirez, Michelle Bravo, Alex Garcia, Quon Louey, Kaelsun Singh Tyiska, Rukiyah Polk

ROLL CALL: 9 Present; 4 Absent – Jennifer Wood, Mark McAlister, Yadira Ramirez, Kaelsun Singh Tyiska

Meeting called to order by Louie Iturriria, Director of Marketing and Public Relations, at 11:02 AM.

NOTE: The vote is displayed in bold below each item. For example, Hefner-Wood denotes Member Hefner made the motion and Member Wood seconds the motion.

CONSENT AGENDA/OPPORTUNITY FOR PUBLIC COMMENT: ALL ITEMS LISTED WITH A "CA" WERE CONSIDERED TO BE ROUTINE AND APPROVED BY ONE MOTION.

COMMITTEE ACTION SHOWN IN CAPS

PUBLIC PRESENTATIONS

- 1) This portion of the meeting is reserved for persons to address the Committee on any matter not on this agenda but under the jurisdiction of the Committee. Committee members may respond briefly to statements made or questions posed. They may ask a question for clarification; make a referral to staff for factual information or request staff to report back to the Committee at a later meeting. Also, the Committee may take action to direct the staff to place a matter of business on a future agenda.
SPEAKERS ARE LIMITED TO TWO MINUTES. PLEASE STATE AND SPELL YOUR NAME BEFORE MAKING YOUR PRESENTATION. THANK YOU!
NO ONE HEARD.

COMMITTEE MEMBER ANNOUNCEMENTS OR REPORTS

- 2) On their own initiative, Committee members may make an announcement or a report on their own activities. They may ask a question for clarification, make a referral to staff or take action to have staff place a matter of business on a future agenda (Gov. Code Sec. 54954.2[a]) **NO ONE HEARD.**
- CA-3) Minutes for Public Policy/Community Advisory Committee meeting on December 13, 2022
APPROVED
Garcia-Hefner: 9 Ayes; 4 Absent – Wood, McAlister, Ramirez, Singh-Tyiska
- CA-4) Report on Q1-2023 Medi-Cal Membership Enrollment
RECEIVED AND FILED
Garcia-Hefner: 9 Ayes; 4 Absent – Wood, McAlister, Ramirez, Singh-Tyiska
- CA-5) Report on Population Health Management for Q4 2022 -
RECEIVED AND FILED
Garcia-Hefner: 9 Ayes; 4 Absent – Wood, McAlister, Ramirez, Singh-Tyiska
- CA-6) Report on Health Education for Q4 2022 -
RECEIVED AND FILED
Garcia-Hefner: 9 Ayes; 4 Absent – Wood, McAlister, Ramirez, Singh-Tyiska
- 7) Report on Member Services Grievance Operational Report and Grievance Summary for Q4 2022 -
APPROVED
Garcia-Hernandez-Colin: 9 Ayes; 4 Absent – Wood, McAlister, Ramirez, Singh-Tyiska
- 8) Marketing Department - New Branding Campaign
PRESENTATION
- QUON LOUEY SUGGESTED KHS SURVEY OUR MEMBERS THROUGH THEIR PROVIDERS TO SEE IF THEY ARE SEEING KHS BUS ADS, TV ADS, IN ORDER TO SEE IF THEY ARE EFFECTIVELY BEING REACHED.
 - CECILIA HERNANDEZ-COLIN AND BEATRIZ BASULTO ASKED IF KFHC WILL ASSIST WITH MEDI-CAL RENEWALS AS WELL AS FOLLOW-UP IF THERE IS A NEED.
 - RUKIYAH POLK SUGGESTED A TEXT MESSAGE CAMPAIGN FOR OUR MEMBERS TO HELP WITH THE MEDI-CAL RENEWAL PROCESS.
 - TAMMY TORRES SUGGESTED THAT KFHC OFFER MORE ASSISTANCE AND OUTREACH TO ADOPTIVE AND/OR FOSTER, AND RESOURCE PARENTING.
 - ALEX GARCIA SUGGESTED OUR MEMBERS WOULD BE BEST REACHED THROUGH SOCIAL MEDIA PLATFORMS.

- 9) Health Education KFHC Winter 2023 Member Newsletter -
PRESENTATION
- HEALTH EDUCATION STARTED PLANNING THE SUMMER NEWSLETTER IN WINTER 2022. ALL TOPICS PRESENTED IN DECEMBER 2022 WILL BE COVERED. IN ADDITION, BASED ON THIS COMMITTEE'S FEEDBACK, AN ARTICLE ON ALZHEIMER'S WAS INCLUDED WITH A FOCUS ON CARE GIVER WELLNESS. OTHER TOPICS WERE ALSO INCLUDED BASED ON THE PLAN'S PERFORMANCE: STI AND CERVICAL CANCER SCREENING.

MEETING ADJOURNED BY LOUIE ITURRIRIA, DIRECTOR OF MARKETING AND PUBLIC RELATIONS, AT 11:54 AM TO JUNE 27, 2023 AT 11:00 AM

KHS June 2023 ENROLLMENT:

Medi-Cal Enrollment

As of June 1, 2023, Medi-Cal enrollment is 239,152, which represents an increase of 0.1% from May enrollment.

Seniors and Persons with Disabilities (SPDs)

As of June 1, 2023, SPD enrollment is 18,156, which represents an increase of 0.6% from May enrollment.

Expanded Eligible Enrollment

As of June 1, 2023, Expansion enrollment is 100,573, which represents an increase of 1.5% from May enrollment.

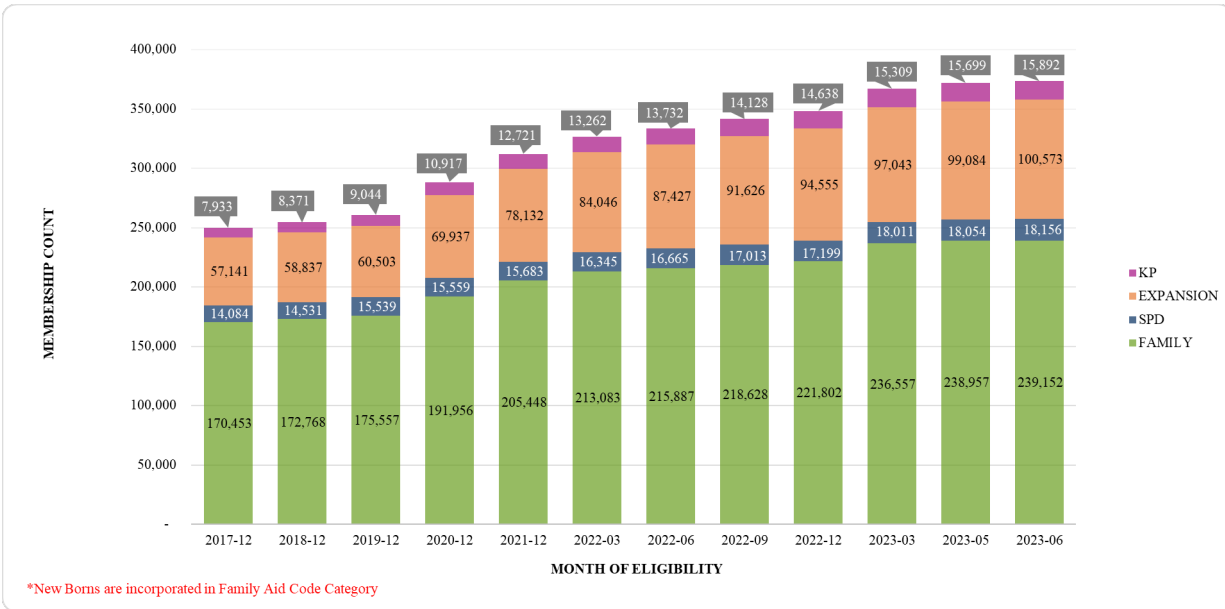
Kaiser Permanente (KP)

As of June 1, 2023, Kaiser enrollment is 15,892, which represents an increase of 1.2% from May enrollment.

Total KHS Medi-Cal Managed Care Enrollment

As of June 1, 2023, total Medi-Cal enrollment is 373,773, which represents an increase of 0.5 % from May enrollment.

Membership as of Month of Eligibility	FAMILY	SPD	EXPANSION	KP	BABIES	Member Total
2017-12	170,006	14,084	57,141	7,933	447	249,611
2018-12	172,290	14,531	58,837	8,371	478	254,507
2019-12	175,128	15,539	60,503	9,044	429	260,643
2020-12	191,549	15,559	69,937	10,917	407	288,369
2021-12	204,999	15,683	78,132	12,721	449	311,984
2022-03	212,658	16,345	84,046	13,262	425	326,736
2022-06	215,422	16,665	87,427	13,732	465	333,711
2022-09	218,094	17,013	91,626	14,128	534	341,395
2022-12	221,300	17,199	94,555	14,638	502	348,194
2023-03	236,126	18,011	97,043	15,309	431	366,920
2023-05	238,584	18,054	99,084	15,699	373	371,794
2023-06	238,730	18,156	100,573	15,892	422	373,773





To: Public Policy/Community Advisory Committee

From: Isabel Silva, MPH

Date: June 27, 2023

Re: 2023 1st Quarter Health Education, Cultural & Linguistics Activities Report

Background

KFHC's contract with DHCS requires that it implements and maintains a health education system that includes programs, services, functions, and resources necessary to provide health education, health promotion and patient education for all members. The contract also requires that KFHC have a Cultural and Linguistic Services Program and that KFHC monitors, evaluates and takes effective action to address any needed improvement in the delivery of culturally and linguistically appropriate services.

Enclosed is the quarterly health education report summarizing all health education, cultural and linguistic activities performed during the 1st quarter of 2023.

Requested Action

Receive and File.

Kern Health Systems
Health Education, Cultural and Linguistic Activities Report
1st Quarter 2023

Executive Summary

Report Date: April 15, 2023

OVERVIEW

Kern Health Systems' Health Education (HE) department provides comprehensive, culturally, and linguistically competent services to plan members with the intent of promoting healthy behaviors, improving health outcomes, reducing risk for disease and empowering plan members to be active participants in their health care. The Executive Summary below highlights the larger efforts currently being implemented by the HE department. Following this summary reflects the statistical measurements for the HE department detailing the ongoing activity for Q1 2023.

New DHCS Contract – In preparation for 2024, the HE department has been focused on revising its program efforts to align with the new requirements from DHCS. Much of the new requirements closely align with Population Health Management and Health Equity with a focus on evidence-based programs and approaches that aim to keep members healthy through wellness and prevention programs.

Cultural and Linguistics Program – A Spanish translation audit on KHS' corporate website was performed to validate terminology consistency and evaluate the quality of the translations. A provider in-service related to a cultural and linguistic grievance was conducted and outreach efforts are underway to conduct in-services to five providers identified in the Q1 2023 Interpreter Access Survey. The Spanish Translation & Vocabulary Glossaries are currently being updated and the annual C&L Services audit has been scheduled for Q3 2023.

School Wellness Grant Program – Awarded schools continue to make progress towards completing their workplans. Milestones such as school gardens, parent nights, running clubs, mindfulness activities and vaping detectors have been achieved. The grant program will continue through the end of the 2023-24 academic year.

Fresh Start Plus – The evaluation of the Fresh Start tobacco cessation program found that members needed more support in their quit journey. To aid in successful quit attempts for these members, a Fresh Start Plus program was developed. This is a series of 3 monthly classes focused on reinforcing messages that help quit members manage a new nicotine-free lifestyle, tough situations from withdrawals and temptation, and, staying quit. Members can get up to \$150 in gift cards for attending all 3 classes. Implementation of Fresh Start Plus began in the 2nd Quarter.

Diabetes Prevention Program - Graduated our virtual Spanish cohort in April. A total of 30 members participated in 26 sessions and had a combined weight loss of 142 pounds. A celebration at the KHS building was held for these members where dinner and certificates of achievement were distributed. The next Spanish cohort is planned to be offered in an in-person setting in June.

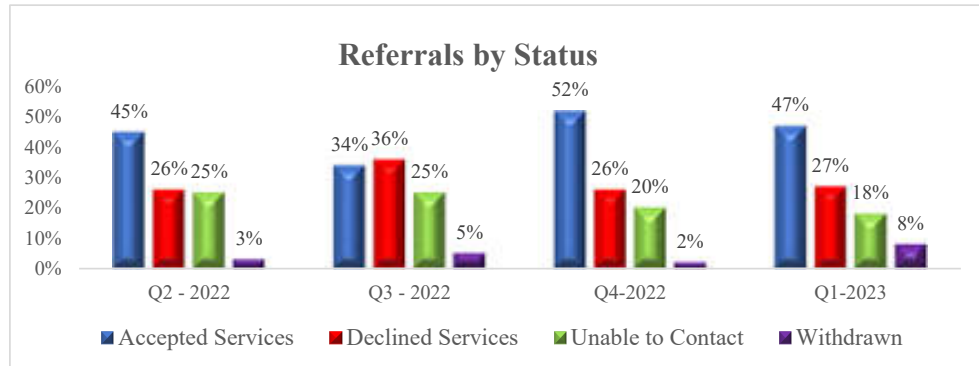
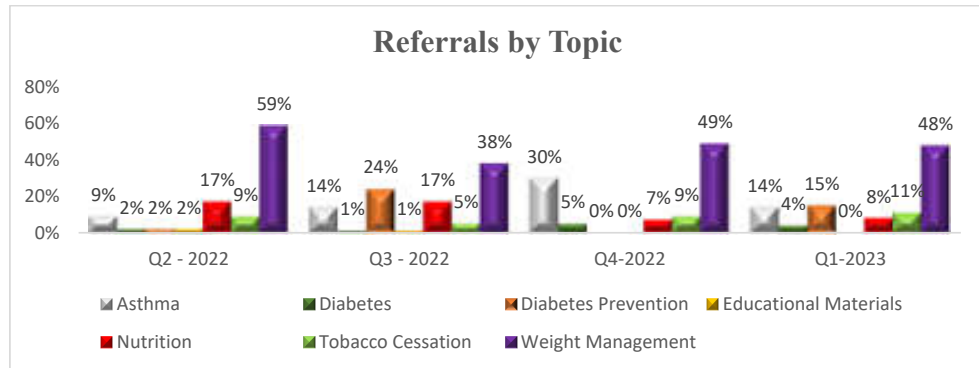
Respectfully submitted,

Isabel Silva, MPH, CHES
Director of Health Education, Cultural and Linguistic Services

Kern Health Systems
 Health Education, Cultural and Linguistic Activities Report
 1st Quarter 2023

Referrals for Health Education Services

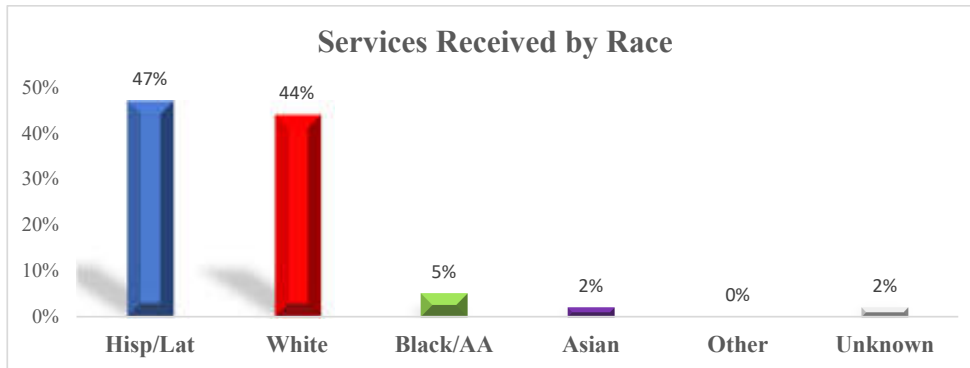
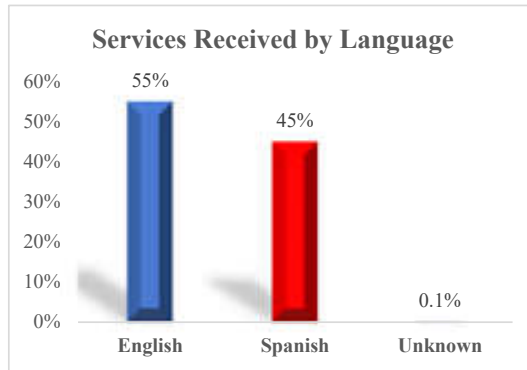
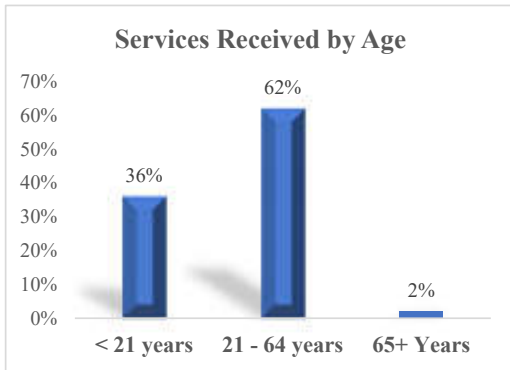
During Q1 2023, there were 638 referrals for health education services which is a 16% increase in comparison to the previous quarter. Requests for Weight Management continues to be the primary reason for health education services. Additionally, the health education service acceptance rate decreased from 52% between Q4 2022 to 47% Q1 2023 whereas the received services rate increased from 67% in Q4 2022 to 70% in Q1 2023.



Kern Health Systems
Health Education, Cultural and Linguistic Activities Report
1st Quarter 2023

Demographics of Members

KHS provides services to a culturally and linguistically diverse member population in Kern County. Of the members who received services, the largest age groups were 21-64 years followed by <21 years. A breakdown of member classifications by race and language preferences revealed that many members who received services are Hispanic and preferred to receive services in English. The majority of members who received services reside in Bakersfield with the highest concentration in the 93307 area and Delano in the outlying areas of the county.



Services Received by Zip Code	
Within Bakersfield	
	93307
	93306
	93305
	93304
	93308

Services Received by Zip Code	
Outside Bakersfield	
	Delano
	Arvin
	Lamont
	McFarland
	Shafter

Kern Health Systems
Health Education, Cultural and Linguistic Activities Report
1st Quarter 2023

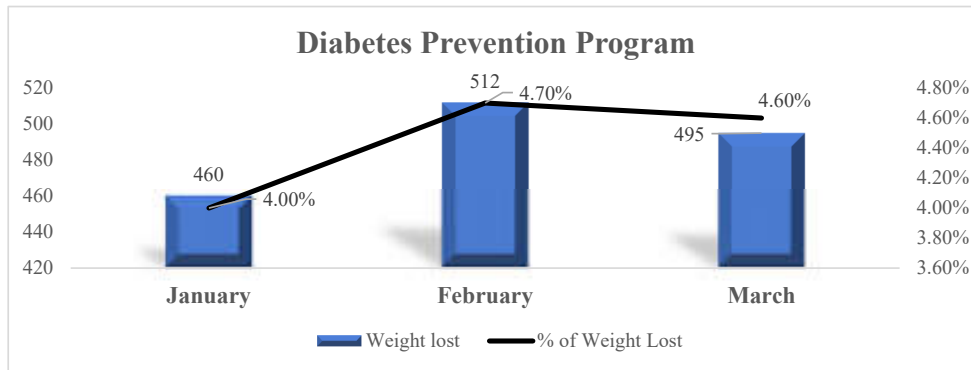
Health Education Mailings

The HE department mails out a variety of educational material to assist members with gaining knowledge on their specific diagnosis or health concern.

Educational Mailings	
Q1-2023	
Asthma	82
High Blood Pressure	1
Diabetes	2
Prenatal Care	720
Postpartum Care	1294

Diabetic Prevention Program Effectiveness

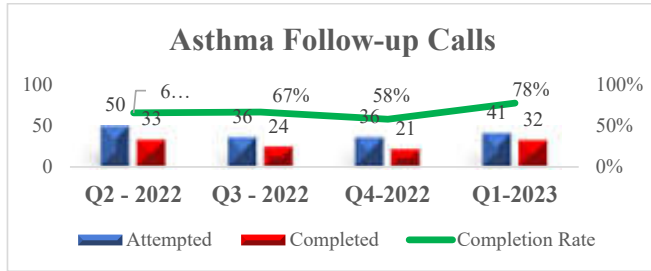
The Diabetes Prevention Program (DPP) is an evidence-based lifestyle change program designed to prevent or delay the onset of type 2 diabetes among at risk members. Classes for the 2022-23 cohorts began in April (Spanish) and August (English). There are a total of 56 members enrolled in the program. These cohorts have lost a combined total of 495 lbs.



Asthma Education Effectiveness

Members who have attended KFHC asthma classes are offered asthma follow up calls. These calls occur at 1 month, 3 months, and 6 months after attending the classes. During the follow up call, members are screened to determine if asthma symptoms are well controlled using the Asthma Control Test (ACT) screening tool. An ACT score of 20 or higher is an indicator of well controlled asthma.

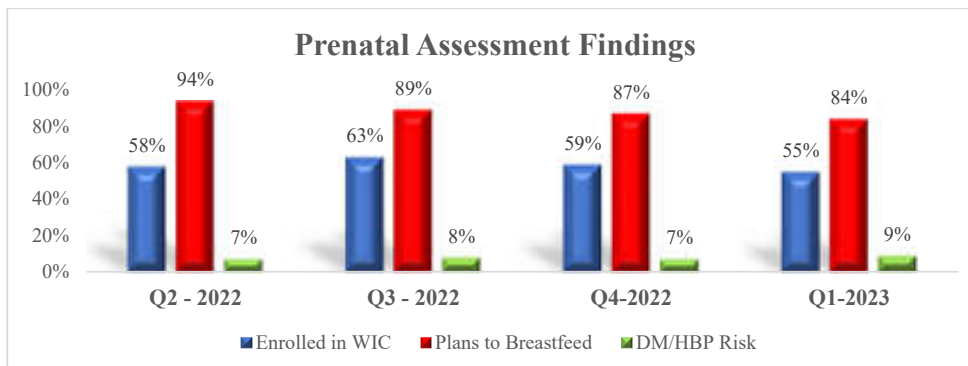
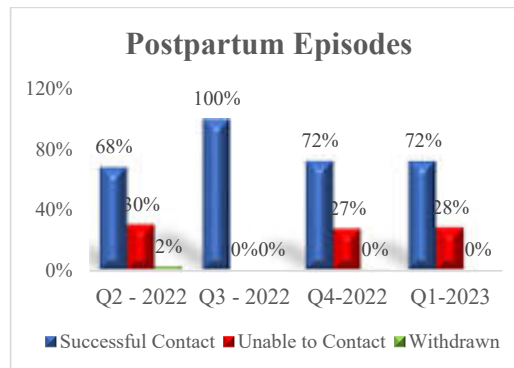
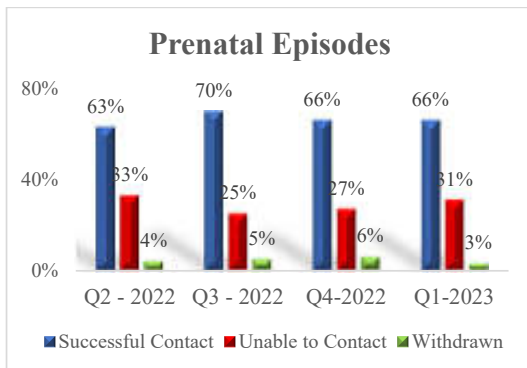
Kern Health Systems
Health Education, Cultural and Linguistic Activities Report
1st Quarter 2023



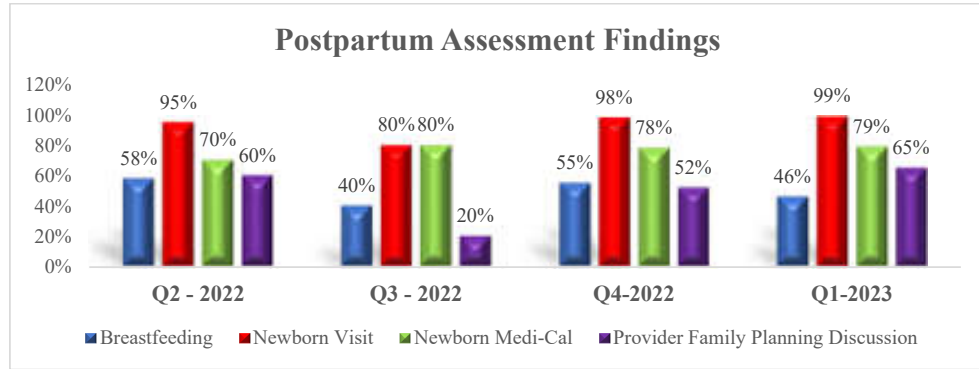
ACT Scores		
Intermittent Follow-up Calls		
Monthly Call	<12 years	12+ years
1	23	20
3	20	17
6	24	17

Baby Steps Perinatal Outreach and Education

The HE department performs outreach education calls to members with a positive pregnancy test claim, pregnant teens (under age 18), and postpartum members with a Cesarean delivery or teen pregnancy delivery. In Q1 2023, 706 episodes for pregnant members were completed and the rate of successful contacts was 66%. For postpartum, 476 episodes were completed, and the rate of successful contacts was 72%.



Kern Health Systems
 Health Education, Cultural and Linguistic Activities Report
 1st Quarter 2023

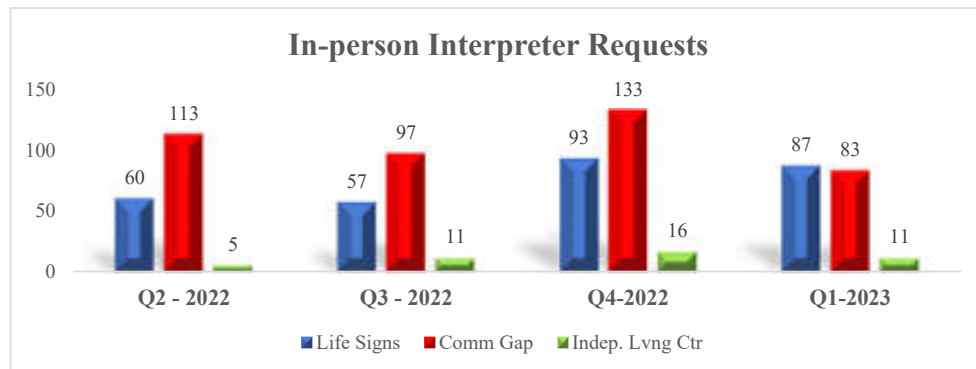


Interpreter Requests

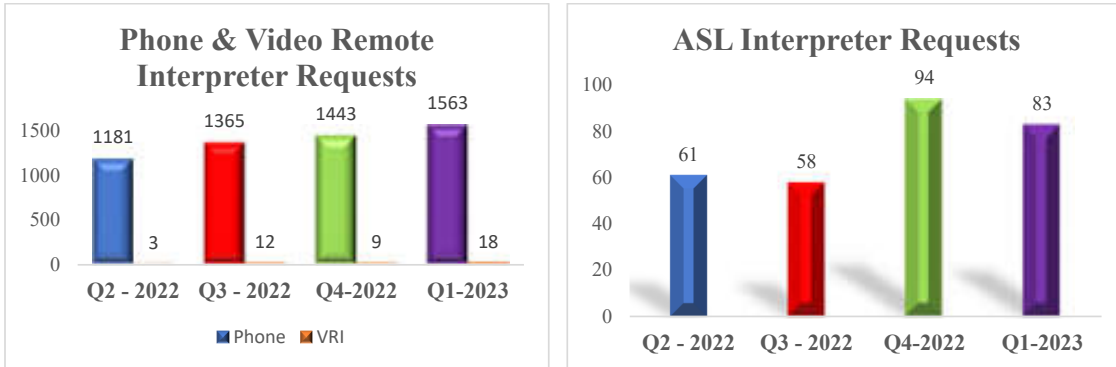
During this quarter, there were 181 requests for Face-to-Face Interpreting, 1,563 requests for Telephonic Interpreting, 18 for Video Remote Interpreting (VRI) and 99 requests for an American Sign Language (ASL) interpreter.

Top Face-to-Face Interpreting Languages Requested Phone and Video Remote
Spanish
Punjabi
Arabic

Top Face-to-Face Interpreting Languages Requested In-person
Spanish
Cantonese
Arabic

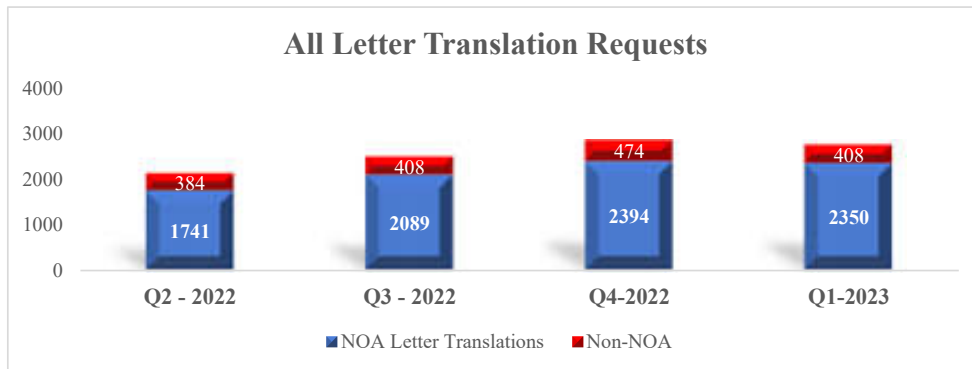


Kern Health Systems
Health Education, Cultural and Linguistic Activities Report
1st Quarter 2023



Written Translations

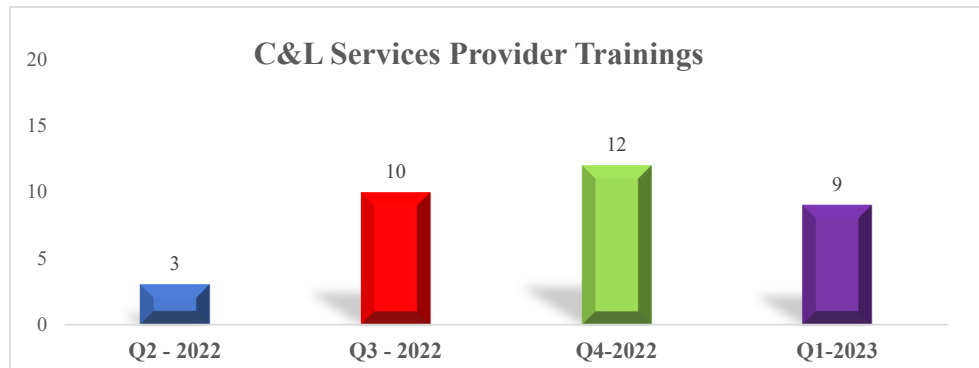
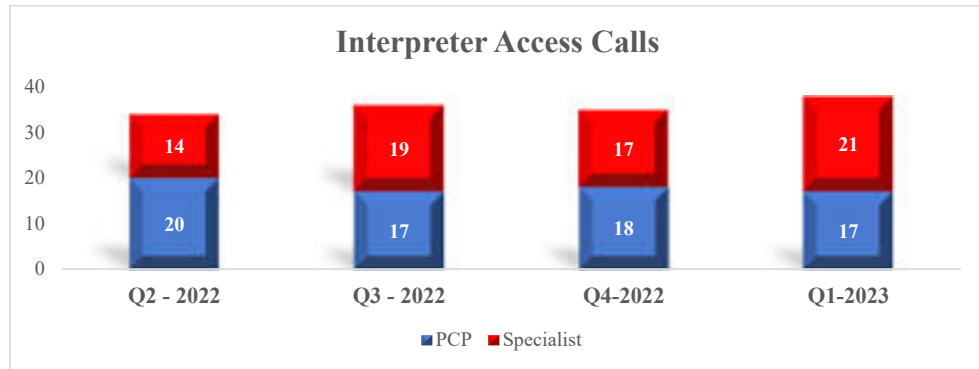
The HE department coordinates the translation of written documents for members. Translations are performed in-house by qualified translators or outsourced through a contracted translation vendor. During this quarter, 2,758 requests for written translations were received.



Interpreter Access Survey Calls

Each quarter, the Provider Network Management department conducts an interpreter access survey among KHS providers. During the 1st quarter, 17 PCPs and 21 Specialists participated in this survey. Of these providers, 9 received a refresher training on KHS' C&L services.

Kern Health Systems
Health Education, Cultural and Linguistic Activities Report
1st Quarter 2023





To: KHS Public Policy

From: Nate Scott

Date: June 27, 2023

Re: Executive Summary for 1st Quarter 2023 Operational Board Update - Grievance Report

Background

Executive Summary for 1st Quarter 2023 Operational Board Update - Grievance Report:
When compared to the previous four quarters, no significant trends were identified related to the Grievances and Appeals received during the 1st Quarter, 2023.

- The Plan historically sees an increase in volume of Grievance and Appeals in the first quarter of each year; however, there was only a slight increase from Q4 2022 to Q1 2023.
- While we saw fewer Exempt grievances, we saw a rise in all standard grievances and appeals.
- Of the 1,575 Standard Grievance and Appeal cases, 933 were closed in favor of the Plan and 642 closed in favor of the Enrollee.

KHS Standard Grievance and Appeals per 10,000 members = 14.96 per month.

Requested Action

Receive and File

1st Quarter 2023 Grievance Report

Category	1 st Quarter 2023	Status	Issue	Q4 2022	Q3 2022	Q2 2022	Q1 2022
Access to Care	123		Appointment Availability	108	132	117	169
Coverage Dispute	0		Authorizations and Pharmacy	0	0	0	0
Medical Necessity	363		Questioning denial of service	335	346	259	138
Other Issues	53		Miscellaneous	38	30	20	41
Potential Inappropriate Care	758		Questioning services provided. All cases forwarded to Quality Dept.	670	514	415	479
Quality of Service	216		Questioning the professionalism, courtesy and attitude of the office staff. All cases forwarded to PR Department	156	86	120	125
Discrimination (New Category)	62		Alleging discrimination based on the protected characteristics	46	73	34	15
Total Formal Grievances	1575			1353	1181	965	967
Exempt	1606		Exempt Grievances-	1816	2328	2087	1404
Total Grievances (Formal & Exempt)	3181			3169	3509	3052	2371



KHS Formal Grievances and Appeals per 10,000 members = 14.96/month

Additional Insights-Formal Grievance Detail

Issue	2023 1st Quarter Grievances	Upheld Plan Decision	Further Review by Quality	Overturned Ruled for Member	Still Under Review
Access to Care	71	44	0	27	0
Coverage Dispute	0	0	0	0	0
Specialist Access	52	24	0	28	0
Medical Necessity	363	163	0	200	0
Other Issues	53	44	0	9	0
Potential Inappropriate Care	758	436	0	322	0
Quality of Service	216	160	0	56	0
Discrimination	62	62	0	0	0
Total	1575	933	0	642	0



To: KHS Public Policy

From: Nate Scott

Date: June 27, 2023

Re: Executive Summary for 1st Quarter 2023 Grievance Summary Report

Background

Executive Summary for the 1st Quarter Grievance Summary Report:

The Grievance Summary Report supports the high-level information provided on the Operational Report and provides more detail as to the type of grievances KHS receives on behalf of our members.

Kaiser Permanente Grievances and Appeals

During the first quarter of 2023, there were two hundred and sixty-two grievances and appeals received by KFHC members assigned to Kaiser Permanente. Fifty-eight cases closed in favor of the Plan. One hundred and eighty-nine closed in favor of the Enrollee. At the time of reporting, fifteen cases were still open for review.

KHS Standard Grievance and Appeal cases per 10,000 members = 14.96 per month.

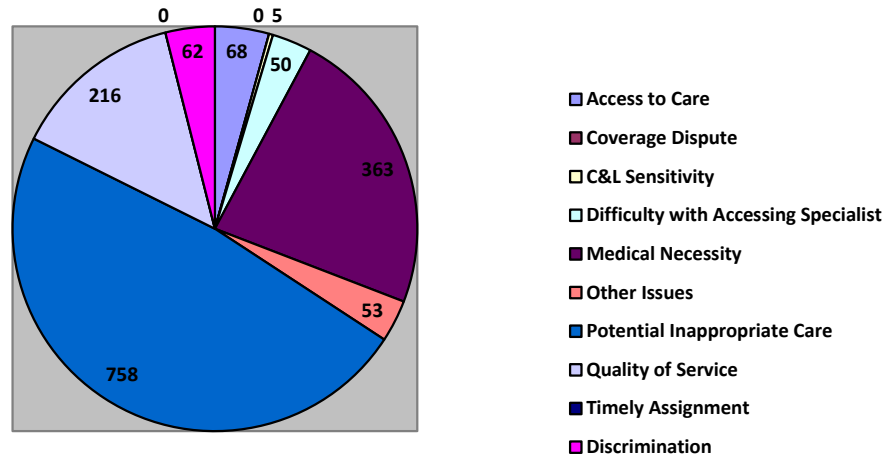
For KHS members assigned to Kaiser Grievances and Appeals per 10,000 = 57.05 per month.

Requested Action

Receive and File

1st Quarter 2023 Grievance Summary

Issue	Number	In Favor of Health Plan	Under Review by Q.I	In favor of Enrollee	Still under review
Access to care	68	41	0	27	0
Coverage dispute	0	0	0	0	0
Cultural and Linguistic Sensitivity	5	4	0	1	0
Difficulty with accessing specialists	50	23	0	27	0
Medical necessity	363	163	0	200	0
Other issues	53	44	0	9	0
Potential Inappropriate care	758	436	0	322	0
Quality of service	216	160	0	56	0
Timely assignment to provider	0	0	0	0	0
Discrimination	62	62	0	0	0



Type of Grievances

KHS Grievances per 10,000 members = 14.96/month

During the first quarter of 2023, there were one thousand, five hundred and seventy-five standard grievances and appeals received. Six hundred and forty-two cases were closed in favor of the Enrollee. Nine hundred and thirty-three cases were closed in favor of the Plan. There were no grievances under review by the KHS Quality Improvement Department. There are no grievances that are still under review. Of the one thousand, five hundred and seventy-five standard grievances and appeals received, one thousand four hundred and eighty-two cases closed within thirty days; ninety-three cases were pended and closed after thirty days.

1st Quarter 2023 Grievance Summary

Access to Care

There were sixty-eight grievances pertaining to access to care. Forty-one closed in favor of the Plan. Twenty-seven cases closed in favor of the Enrollee. There are no cases still under review. The following is a summary of these issues:

Six members complained about the lack of available appointments with their Primary Care Provider (PCP). Four cases closed in favor of the Plan after the responses indicated the offices provided the appropriate access to care based on the Access to Care standards. Two cases closed in favor of the Enrollee after the responses indicated the offices may not have provided appropriate access to care based on Access to Care standards.

Thirty-one members complained about the wait time to be seen for a Primary Care Provider (PCP) appointment. Eighteen cases closed in favor of the Plan after the responses indicated the members were seen within the appropriate wait time for a scheduled appointment or the members were at the offices to be seen as a walk-in, which are not held to the Access to Care standards. Thirteen cases closed in favor of the Enrollee after the responses indicated the members were not seen within the appropriate wait time for a scheduled appointment. There are no cases still pending review.

Seventeen members complained about the telephone access availability with their Primary Care Provider (PCP). Ten cases closed in favor of the Plan after the responses indicated the members were provided with the appropriate telephone access availability. Seven cases closed in favor of the Enrollee after the responses indicated the members may not have been provided with the appropriate telephone access availability. There are no cases still pending review.

Fourteen members complained about a provider not submitting a referral authorization request in a timely manner. Nine cases closed in favor of the Plan after it was determined the referral authorization request had been submitted in a timely manner. Five cases closed in favor of the Enrollee after it was determined the referral authorization request may not have been submitted in a timely manner. There are no cases still pending review.

Coverage Dispute

There were no grievances pertaining to a Coverage Dispute issue.

Cultural and Linguistic Sensitivity

Five members complained about the lack of available interpreting services to assist during their appointments. One case closed in favor of the Enrollee after the response from the provider indicated the member may not have been provided with the appropriate access to interpreting services. Four cases closed in favor of the Plan after the responses from the providers indicated the members were provided with the appropriate access to interpreting services. There are no cases still pending review.

Difficulty with Accessing a Specialist

1st Quarter 2023 Grievance Summary

There were fifty grievances pertaining to Difficulty Accessing a Specialist. Twenty-three cases closed in favor of the Plan. Twenty-seven cases closed in favor of the Enrollee. There are no cases still under review. The following is a summary of these issues:

Eight members complained about the lack of available appointments with a specialist. Two cases closed in favor of the Plan after the responses indicated the members were provided the appropriate access to specialty care based on the Access to Care Standards. Six cases closed in favor of the Enrollee after the responses indicated the members may not have been provided with the appropriate access to care based on the Access to Care Standards for specialty appointments. There are no cases still under review.

Fifteen members complained about the wait time to be seen for a specialist appointment. Eleven cases closed in favor of the Plan after the response indicated the member was provided with the appropriate wait time for a scheduled appointment based on the Access to Care Standards. Four cases closed in favor of the Enrollee after the response indicated the member may not have been provided with the appropriate wait time for a scheduled appointment based on the Access to Care Standards. There are no cases still under review.

Thirteen members complained about the telephone access availability with a specialist office. Four cases closed in favor of the Plan after the response indicated the member was provided with the appropriate telephone access availability. Nine cases closed in favor of the Enrollee after the response indicated the member may have not been provided with the appropriate telephone access availability. There are no cases still under review.

Thirteen members complained about a provider not submitting a referral authorization request in a timely manner. Six cases closed in favor of the Plan after it was determined the referral authorization request had been submitted in a timely manner. Seven cases closed in favor of the Enrollee after it was determined the referral authorization request may not have been submitted in a timely manner. There are no cases still under review.

One member complained about Physical Access with a specialist. One case closed in favor of the Enrollee after it was determined the member may not have been provided with the appropriate service. There are no cases still under review.

Medical Necessity

There were three hundred and sixty-three appeals pertaining to Medical Necessity. One hundred and sixty-three cases were closed in favor of the Plan. Two hundred cases closed in favor of the Enrollee. There are no cases still under review. The following is a summary of these issues:

Three hundred and sixty-three members complained about the denial or modification of a referral authorization request. One hundred and fifty-nine of the cases were closed in favor of the Plan as it was determined that there was no supporting documentation submitted with the referral authorization requests to support the criteria for medical necessity for the requested specialist or DME item; therefore, the denials were upheld. Four of the cases were closed in favor of the Plan and were partially overturned. Two hundred cases were closed in favor of the Enrollee as it was determined medical necessity

1st Quarter 2023 Grievance Summary

was met and the denials were overturned and approved. There are no cases still under review.

Other Issues

There were fifty-three grievances pertaining to Other Issues that are not otherwise classified in the other categories. Forty-four cases were closed in favor of the Plan after the responses indicated the appropriate service were provided. Nine cases closed in favor of the Enrollee after the responses indicated the appropriate service may not have been provided. There are no cases still under review.

Potential Inappropriate Care

There were seven hundred and fifty-eight grievances involving Potential Inappropriate Care issues. These cases were forwarded to the Quality Improvement (QI) Department for their due process. Upon review, four hundred and thirty-six cases were closed in favor of the Plan, as it was determined a quality-of-care issue could not be identified. Three hundred and twenty-two cases were closed in favor of the Enrollee as a potential quality of care issue was identified and appropriate tracking or action was initiated by the QI team. There are no cases still pending further review with QI.

Quality of Service

There were two hundred and sixteen grievances involving Quality of Service issues. One hundred and sixty cases closed in favor of the Plan after the responses determined the members received the appropriate service from their providers. Fifty-six cases closed in favor of the Enrollee after the responses determined the members may not have received the appropriate services. There are no cases still under review.

Timely Assignment to Provider

There were no grievances pertaining to Timely Assignment to Provider received this quarter.

Discrimination

There were sixty-two grievances pertaining to Discrimination. Sixty-two cases closed in favor of the Plan as there was no discrimination found. There are no cases still under review. All grievances related to Discrimination, are forwarded to the DHCS Office of Civil Rights upon closure.

Kaiser Permanente Grievances and Appeals

Kaiser Grievances per 10,000 members = 57.05/month

During the first quarter of 2023, there were two hundred and sixty-two grievances and appeals received by KFHC members assigned to Kaiser Permanente. Fifty-eight cases closed in favor of the Plan. One hundred and eighty-nine closed in favor of the Enrollee. Fifteen cases are still under review.

1st Quarter 2023 Grievance Summary

Access to Care

There were seventy-five grievances pertaining to Access to Care. Forty-eight closed in favor of Enrollee. Twenty-five cases are closed in favor of Plan. Two cases are still under review.

Medical Necessity

There were seven appeals pertaining to Medical Necessity. One case closed in favor of Enrollee. Four cases closed in favor of Plan. Two cases are still under review.

Other Issues

There were one hundred and forty-two grievances pertaining to Other Issues. One hundred and nine cases closed in favor of Enrollee. Twenty-five cases closed in favor of Plan. Eight cases are still under review.

Potential Inappropriate Care

There were ten grievances pertaining to Quality of Care. Nine cases closed in favor of Enrollee. One case is still under review.

Quality of Service

There were twenty-eight grievances pertaining to a Quality of Service. Twenty-two cases closed in favor of Enrollee. Four cases closed in favor of Plan. 2 cases are still under review.

Medi-Cal Renewals Marketing & Outreach Plan



Louis Iturriria, Senior Director of Marketing & Member Engagement

Medi-Cal Renewal Update

As the unwinding of Medi-Cal continuous enrollment provision began, Kern DHS out stationed two full time Human Services Technicians (HST) staff and one part time Supervisor on-site at KHS. KHS funds these positions to assist Kern DHS process updates from KHS and complete the renewal process for KHS members. In addition to the 2.5 DHS staff, KHS has brought on board 9 additional staff who are fully trained to answer redetermination questions and can help members complete the enrollment process.

Beginning in April 2023, Kern DHS began sharing eligibility data with KHS that includes which members must complete the manual mailing renewal process along with timelines and due dates. KHS is communicating the importance of completing this process to members using text messages, mail, and phone calls. KHS is also sharing renewal information with staff and contracted providers so they can inform members of their upcoming renewal date and connect them with help completing the process.


As a result of these efforts, of the 23,118 members requiring redetermination in June, 10,496 members or 45.40% have been successfully renewed. We will continue to reach out to the remaining 12,622 or 54.60% to remind them of the need to complete the redetermination process. The redetermination process for July members has recently begun.

As of May 31st, 8,484 members or 35.98% have been successfully renewed. This redetermination process will continue on a monthly basis until all 373,000 KHS members have gone thru the redetermination process by June of 2024.



Direct Messaging

Member Newsletter



COMPLETE
Your Medi-Cal Renewal

Your records show that your annual Medi-Cal Renewal is due on or before June 30, 2023. You should have received a letter from the Kern County Department of Human Services office. The letter lets you know what they need from you. If you have sent that in this letter does not apply to you.


What should you do?
The letter will tell you what you need to do. If you received a packet it will include a renewal form that you must fill out. Submit the form and all needed documents to the county office.

What if you did not get the letter from the county?
You can create or check your Beneficial account. Your Beneficial account lets you submit your renewal and needed documents. To create or check your account, go to www.beneficial.com. You can also call 1-877-419-8812 for help. You may go to a county office near you and ask for another letter.

What if you don't complete your Medi-Cal renewal?
You may lose your Medi-Cal and your KPHC benefits. If you lose your benefits you will not be covered for services such as doctor visits, lab screenings, and other health services.

What if I need help to complete the form?
You can call Kern Family Health Care at 1-800-391-2000. We are open Monday through Friday, 8:00 a.m. to 5:00 p.m. We also included a list of health and community centers. There are workers at these centers who can help you with your Medi-Cal renewal at no cost.

You + Us = a better day!



800-391-2000
[kernfamilyhealthcare.com](https://www.kernfamilyhealthcare.com)

CBO List



Get Help Enrolling or Renewing Your Medi-Cal
You can get help at no-cost to enroll or renew your Medi-Cal. This list of Health and Community Centers in Kern County can help. Call them to make an appointment for help over the phone or in person. Those with the * symbol can also go to your home to help you. Remember, you can complete the process online at [Beneficial.com](https://beneficial.com). You can also call Kern Family Health Care at 1-800-391-2000 (TTY 711) for help.

Arvin Family Resource Center	300 Franklin Street	Arvin	661-854-4525
Cinca Sierra Vista - Arvin Community Health Center	1300 New Mountain Blvd.	Arvin	661-328-4245 & 1-833-478-2781
*Catholic Charities	825 Chester Avenue	Bakersfield	661-616-4056
Cinca Sierra Vista - Central Bakersfield Community Health Center	301 Broadway Lane	Bakersfield	661-328-4245 & 1-833-478-2781
Cinca Sierra Vista - Comprehensive Care Center	615 9th Street, Suite 100	Bakersfield	661-328-4245 & 1-833-478-2781
Cinca Sierra Vista - East Niles Community Health Center	7800 Niles Street	Bakersfield	661-328-4245 & 1-833-478-2781
Cinca Sierra Vista - Family Health Center	3011 1st Street	Bakersfield	661-328-4245 & 1-833-478-2781
Cinca Sierra Vista - Greenfield Community Health Center	6001 South W Street	Bakersfield	661-328-4245 & 1-833-478-2781
Cinca Sierra Vista - South Bakersfield Community Health Center	2400 White Road	Bakersfield	661-328-4245 & 1-833-478-2781
Cinca Sierra Vista - East Bakersfield Community Health Center	815 Dr. Martin Luther King Blvd.	Bakersfield	661-328-4245 & 1-833-478-2781
Community Health Initiative	2215 Thurston Avenue	Bakersfield	661-632-5018
Garden Pathways	3052 29th Street	Bakersfield	661-633-9133
Greenfield Family Resource Center	5400 Moorpark Street	Bakersfield	661-837-3729
Kern County Aggie & Adult Services (on-site only)	2117 Thurston Avenue	Bakersfield	661-380-1039
*Kern County Superintendent of Schools	3475 Chester Avenue, 4th Floor	Bakersfield	661-634-4053
Buttows/Arvin Union School District	42600 Highway 98	Buttows/Arvin	661-764-3425
Cinca Sierra Vista - Delano Community Health Center	421 1st St Parkway	Delano	661-328-4245 & 1-833-478-2781
Delano Union School District	3342 Nevada Street	Delano	661-723-7034 x119
El Sopen Unified School District	3015 Mt. Pinos Way, #201	Fraser Park	661-245-4383
Community Action Partnership of Kern	Kern County	211 N. 1-800-271-2275	
Onco Health	Kern County	1-800-391-2000 Option 8	
Cinca Sierra Vista - Lamont Community Health Center	8187 Hill Road	Lamont	661-328-4245 & 1-833-478-2781
Lamont Woodgatch Family Resource Center	7915 Burgundy Avenue	Lamont	661-845-2124
Cinca Sierra Vista - Fraser Mountain Community Health Center	784 Lower Road	Lieber	661-328-4245 & 1-833-478-2781
Cinca Sierra Vista - McFarland Community Health Center	209 West Kern Street	McFarland	661-328-4245 & 1-833-478-2781

You + Us = a better day!



800-391-2000
[kernfamilyhealthcare.com](https://www.kernfamilyhealthcare.com)



Direct Messaging Spanish

Member Newsletter



COMPLETA Su Renovación de Medi-Cal

Nuestros expedientes muestran que le toca entregar su renovación anual de Medi-Cal el 10 de septiembre del 2023 o antes. Usted debería haber recibido una carta de la oficina del Departamento de Servicios Humanos del Condado de Kern. La carta le permite saber lo que necesitan de usted. Si envió la renovación, esta carta no le aplica.

¿Qué debe hacer?

La carta le dice lo que debe hacer. Si recibió un paquete, incluyó un formulario de renovación que debe completar. Envíe el formulario y todos los documentos necesarios a la oficina del condado.

¿Qué sucede si no recibí la carta del condado?

Puede crear o revisar su cuenta de BenefitsCal. Su cuenta de BenefitsCal le permite enviar su renovación y los documentos necesarios. Para crear o revisar su cuenta, vaya a www.benefitscal.com. También puede llamar al 1-877-410-8812 (TTY 711) para obtener ayuda. Puede ir a una oficina del condado cerca de usted y pedir otra carta.

¿Qué sucede si no completa su renovación de Medi-Cal?

Puede perder sus beneficios de Medi-Cal y SBC. Si pierde sus beneficios, no tendrá cobertura para servicios, tales como consultas del doctor, pruebas de detección de laboratorio y otros servicios de atención médica.

¿Qué sucede si necesita ayuda para completar el formulario?

Puede llamar a Kern Family Health Care al 1-800-391-2000 (TTY 711). Estamos abiertos de lunes a viernes, de 8:00 a.m. a 5:00 p.m. También hemos incluido una lista de centros comunitarios y de atención médica. Hay trabajadores en estos centros que pueden ayudarlo con su renovación de Medi-Cal sin costo alguno.

Escaneare para obtener más información.



Usted + Nosotros = ¡un día mejor!



800-391-2000
kernfamilyhealthcare.com



CBO List



Reciba ayuda para inscribir o renovar su Medi-Cal

Usted puede recibir ayuda sin costo para inscribir o renovar su Medi-Cal. Esta lista de centros comunitarios y de la salud en el condado de Kern le pueden ayudar. Llámelos para programar una cita para obtener ayuda por teléfono o en persona. Los que tienen el símbolo * también pueden ir a su casa para ayudarlo. Recuerde, puede completar el proceso en línea en BenefitsCal.com. También puede llamar a Kern Family Health Care al 1-800-391-2000 (TTY 711) para obtener ayuda.

Arvin Family Resource Center	100 Franklin Street	Arvin	661-854-6525
Onica Sierra Vista - Arvin Community Health Center	1055 Bear Mountain Blvd.	Arvin	661-521-4245 & 1-833-679-2781
*Catholic Charities	825 Chester Avenue	Bakersfield	661-436-4896
Onica Sierra Vista - Central Bakersfield Community Health Center	311 Broadway Lane	Bakersfield	661-521-4245 & 1-833-679-2781
Onica Sierra Vista - Comprehensive Care Center	625 54th Street, Suite 100	Bakersfield	661-521-4245 & 1-833-679-2781
Onica Sierra Vista - East Miles Community Health Center	7800 Miles Street	Bakersfield	661-521-4245 & 1-833-679-2781
Onica Sierra Vista - Family Health Center	1611 1st Street	Bakersfield	661-521-4245 & 1-833-679-2781
Onica Sierra Vista - Generalist Community Health Center	9001 South H Street	Bakersfield	661-521-4245 & 1-833-679-2781
Onica Sierra Vista - South Bakersfield Community Health Center	2400 White Road	Bakersfield	661-521-4245 & 1-833-679-2781
Onica Sierra Vista - East Bakersfield Community Health Center	815 St. Martin Luther King Blvd.	Bakersfield	661-521-4245 & 1-833-679-2781
Community Health Initiative	2725 Tranter Avenue	Bakersfield	661-452-5918
Carlin Pathways	1906 20th Street	Bakersfield	661-431-9153
Greenfield Family Resource Center	5400 Monitor Street	Bakersfield	661-437-3726
Kern County Aging & Adult Services (personas mayores solamente)	5337 Tranter Avenue	Bakersfield	661-868-9090
*Kern County Superintendent of Schools	1675 Chester Avenue, 4th Floor	Bakersfield	661-436-4893
Bethesda/Deane School District	4206 Highway 58	Bethesda/Deane	661-764-9465
Onica Sierra Vista - Deane Community Health Center	425 Del Sol Parkway	Deane	661-521-4245 & 1-833-679-2781
Deane Union School District	1842 Horwell Street	Deane	661-77-7090 & 110
El Paso Unified School District	3910 W. Pease Way, 401	Fowler Park	661-261-4300
Community Action Partnership of Kern		Kern County	1-866-707-6666/Orlando II
Orinal Family Health		Kern County	1-866-707-6666/Orlando II
Onica Sierra Vista - Lamont Community Health Center	6787 Hill Road	Lamont	661-521-4245 & 1-833-679-2781
Lamont Woodlark Family Resource Center	7915 Burgundy Avenue	Lamont	661-442-2724
Onica Sierra Vista - Frasier Mountain Community Health Center	704 Lober Road	Loboc	661-521-4245 & 1-833-679-2781
Onica Sierra Vista - McFarland Community Health Center	269 West Kern Street	McFarland	661-521-4245 & 1-833-679-2781

Usted + Nosotros = ¡un día mejor!



800-391-2000
kernfamilyhealthcare.com

Printed Materials

Flyer

Keep your family covered.
Take action to keep your Medi-Cal

Your local county office will mail you a letter about your Medi-Cal health coverage.

The letter will tell you if:

Your county needs information from you to renew your Medi-Cal **OR** Your Medi-Cal was renewed automatically

If you get a renewal form, please fill it out and return it right away.

Check that your local county office has your updated information, including your name, current address, email address, and phone number.

Name Address Phone Email

For more details and to learn how to update your contact information, visit KeepMediCalCoverage.org

Scan to learn more.

800-391-2000 kernfamilyhealthcare.com

New Flyer

Don't Lose out on your Medi-Cal

Keep yourself and your family covered. Pick one way to renew your Medi-Cal coverage

Online: Visit www.benefitsca.com and choose the "Create an Account" link

By Mail: Send the completed packet back to KCDHS P.O. Box 511, Bakersfield, CA 93302

In Person: Kern County Dept. of Human Services 100 E. California Ave. Bakersfield, CA

Phone: 1-877-410-8812 TTY 711

KFHC Members - Need help filling out the forms? Call Member Services at 1-800-391-2000 TTY 711

CBO List



Get Help Enrolling or Renewing Your Medi-Cal

You can get help at no-cost to enroll or renew your Medi-Cal. This list of Health and Community Centers in Kern County can help. Call them to make an appointment for help over the phone or in person. Those with the * symbol can also go to your home to help you. Remember, you can complete the process online at BenefitsCal.com. You can also call Kern Family Health Care at 1-800-391-2000 for help.

Arvin Family Resource Center	300 Franklin Street	Arvin	661-854-4525
Chico Sema Vista - Hanford Community Health Center	1300 East Mainstreet Blvd	Bakersfield	661-528-4265 & 1-833-478-2791
*Catholic Charities	815 Center Avenue	Bakersfield	661-476-4836
Chico Sema Vista - Central Bakersfield Community Health Center	201 Knowledge Lane	Bakersfield	661-528-4265 & 1-833-478-2791
Chico Sema Vista - Comprehensive Care Center	617 9th Street, Suite 100	Bakersfield	661-528-4265 & 1-833-478-2791
Chico Sema Vista - East Niles Community Health Center	2800 Miles Street	Bakersfield	661-528-4265 & 1-833-478-2791
Chico Sema Vista - Family Health Center	9111 N. Street	Bakersfield	661-528-4265 & 1-833-478-2791
Chico Sema Vista - Generalist Community Health Center	3901 South W Street	Bakersfield	661-528-4265 & 1-833-478-2791
Chico Sema Vista - South Bakersfield Community Health Center	2400 White Road	Bakersfield	661-528-4265 & 1-833-478-2791
Chico Sema Vista - East Bakersfield Community Health Center	275 Dr. Martin Luther King Blvd.	Bakersfield	661-528-4265 & 1-833-478-2791
Community Health Initiative	2125 Ventura Avenue	Bakersfield	661-432-9918
Garden Pathways	916 29th Street	Bakersfield	661-433-9133
Granddaddy Family Resource Center	5400 Westline Street	Bakersfield	661-837-5729
Kern County Aging & Adult Services (seniors only)	1515 Ventura Avenue	Bakersfield	661-868-9000
*Kern County Superintendent of Schools	925 Center Avenue, 4th Floor	Bakersfield	661-434-4853
Buttwinellow Union School District	4208 Highway 58	Buttwinellow	661-304-9469
Chico Sema Vista - Shafter Community Health Center	451 5th Self-Help	Bakersfield	661-528-4265 & 1-833-478-2791
Delano Union School District	1842 Newville Street	Delano	661-723-7838 & 110
El Dorado Unified School District	2915 Mc Phee Way, E011	Victorville	661-245-4900
Community Action Partnership of Kern	2313 E. 14th Street	Kern County	2313 E. 14th Street 2325
Olvera Family Health	1466-787-4664 Option 8	Kern County	1-866-787-4664 Option 8
Chico Sema Vista - Lamont Community Health Center	2787 Hill Road	Lamont	661-528-4265 & 1-833-478-2791
Lamont Woodhull & Family Resource Center	2915 Barnyard Avenue	Lamont	661-846-2724
Chico Sema Vista - Frazier Mountain Community Health Center	704 Lober Road	Lober	661-528-4265 & 1-833-478-2791
Chico Sema Vista - McFarland Community Health Center	209 West Kern Street	McFarland	661-528-4265 & 1-833-478-2791

You + Us = a better day!

800-391-2000 kernfamilyhealthcare.com

Printed Materials Spanish

Flyer

Mantenga la cobertura de su familia.

Actúen ahora para mantener su Medi-Cal

La oficina local de su condado le enviará una carta por correo sobre su cobertura de Medi-Cal.

La carta le dirá si:

Su condado necesita más información para renovar su Medi-Cal.

El condado renovó automáticamente su Medi-Cal.



Si recibe un formulario de renovación, líenlo y devuélvalo de inmediato.

Verifique que la oficina local de su condado tenga su información actualizada, incluyendo su nombre, dirección actual, dirección de correo electrónico y número telefónico.



Para más detalles e información acerca de cómo actualizar su información de contacto, visite MantengaSuMediCal.org

Escanear para obtener más información.



800-391-2000
kernfamilyhealthcare.com



CBO List



Reciba ayuda para inscribir o renovar su Medi-Cal
Usted puede recibir ayuda sin costo para inscribir o renovar su Medi-Cal. Esta lista de centros comunitarios y de la salud en el condado de Kern le pueden ayudar. Llámelos para programar una cita para obtener ayuda por teléfono o en persona. Los que tienen el símbolo * también pueden ir a su casa para ayudarlos. Recuerde, puede completar el proceso en línea en BenefitCal.org. También puede llamar a Kern Family Health Care al 1-800-391-2000 (TTY 711) para obtener ayuda.

Agency Name	Address	Phone	TTY
Kern Family Resource Center	180 Franklin Street	Arvin	805-854-8125
Okato Santa Maria - Arvin Community Health Center	1200 New Republic Blvd.	Arvin	805-328-4200 x 1-800-478-2781
*Culpeo Chapter	1200 New Republic Blvd.	Bakersfield	805-328-4200
Okato Santa Maria - Central Bakersfield Community Health Center	831 Broadway Lane	Bakersfield	805-328-4200 x 1-800-478-2781
Okato Santa Maria - Compton/Arvin Care Center	425 24th Street, Suite 200	Bakersfield	805-328-4200 x 1-800-478-2781
Okato Santa Maria - East Kern Community Health Center	7804 Main Street	Bakersfield	805-328-4200 x 1-800-478-2781
Okato Santa Maria - Family Health Center	1011 1st Street	Bakersfield	805-328-4200 x 1-800-478-2781
Okato Santa Maria - General Community Health Center	9001 South W Street	Bakersfield	805-328-4200 x 1-800-478-2781
Okato Santa Maria - South Bakersfield Community Health Center	1400 West Road	Bakersfield	805-328-4200 x 1-800-478-2781
Okato Santa Maria - East Bakersfield Community Health Center	815 St. Martin Luther King Blvd.	Bakersfield	805-328-4200 x 1-800-478-2781
Community Health Resource	2215 Pacific Avenue	Bakersfield	805-402-2019
Golden Pathways	1400 Chandler Street	Bakersfield	805-837-1700
Goodwill Family Resource Center	2100 29th Street	Bakersfield	805-833-0701
Human Capacity Support & Adult Services (Spanish speakers only/limited)	1400 Chandler Street	Bakersfield	805-868-8900
*Kern County Superintendent of Schools	1424 Chester Avenue, 4th Floor	Bakersfield	805-404-4003
Bakersfield Area Health District	2300 Highland Dr.	Bakersfield	805-394-6400
Okato Santa Maria - Desert Community Health Center	42, 3rd St. Palmdale	Palmdale	805-328-4200 x 1-800-478-2781
Okato Santa Maria - Health District	1162 Woodland Street	Palmdale	805-275-7100 x 100
El Sueno Seguro School District	101508 - Pines Hwy. 4200	Palmdale Park	805-260-4100
Community Action Partnership of Kern	Kern County	2-11-A N. 800 275 2271	
Okato Santa Maria - Lemoore Community Health Center	6370 9th Road	Lemoore	805-328-4200 x 1-800-478-2781
Lemoore Health District	2702 Broadway Avenue	Lemoore	805-845-1700
Okato Santa Maria - Russian River Community Health Center	700 Lakes Road	Lakeview	805-328-4200 x 1-800-478-2781
Okato Santa Maria - Redwood Community Health Center	200 Woodson Street	Redwood	805-328-4200 x 1-800-478-2781

Usted + Nosotros = ¡un día mejor!



800-391-2000
kernfamilyhealthcare.com



New Flyer

Don't Lose out on your Medi-Cal

Keep yourself and your family covered. Pick one way to renew your Medi-Cal coverage

Online: Visit www.benefitcal.com and choose the "Create an Account" link

By Mail: Send the completed packet back to KCDHS P.O. Box 511, Bakersfield, CA 93302

In Person: Kern County Dept. of Human Services 100 E. California Ave. Bakersfield, CA

Phone: 1-877-410-8812 TTY 711

KFHC Members - Need help filling out the forms? Call Member Services at 1-800-391-2000 TTY 711



Social Media English

- It's almost time to renew your Medi-Cal coverage. If you receive a renewal form in the mail, your county needs more information. Fill it out and return it right away to keep yourself and your family covered. Visit [KeepMediCalCoverage.org](https://www.KeepMediCalCoverage.org) to learn more and to sign up for email and text message alerts.
- Keep yourself and your family covered. Log into your account to make sure Medi-Cal has your current address, email address, and phone number, if it has changed. For more information or to sign up for email and text message alerts, visit [KeepMediCalCoverage.org](https://www.KeepMediCalCoverage.org).



Social Media English

- Ya casi es hora de renovar su aseguranza de Medi-Cal. Si recibe un formulario de renovación por correo, su condado necesita más información. Llénelo y devuélvalo de inmediato para mantener su aseguranza y la de su familia. MantengaSuMediCal.org para obtener más información y suscribirse a alertas por correo electrónico y mensajes de texto.
- Mantenga su aseganza y la de su familia. Inicie session en su cuenta para asegurarse de que Medi-Cal tenga su dirección actual, su dirección de correo electrónico y número telefónico. Para obtener más información o para suscribirse a alertas por correo electrónico y mensajes de texto, visite MantengaSuMediCal.org.



You + Us = **a better day!**



**Tobacco Education Programs
Annual Evaluation
June 2021 to September 2022**

Flor Del Hoyo, MPH
Health Education Supervisor
June 27, 2023

History

- Kern Public Health Services Department- Tobacco Education Program
 - Found the fresh start curriculum that we could use.
- Cal Quits- State Partner
 - Our partner at the state helped us find the owners of the fresh start material.
- Help Line- 1800-No-Butts (Kick It Ca: Name change in September 2021)
 - Validated that the material was up to date and ready to use.
- American Lung Association- Fresh Start Program
 - In 2020 due to the pandemic Fresh start was retired and adopted by KHS in June 2021.
- June 2021 the 1st class started with a total of 5 participants.



Freshstart
Participant's Guide



Freshstart
Participant's Guide



Outreach

VIRTUAL INTERACTIVE CLASSES AT NO COST TO YOU
To Help You Stop Smoking
 We know it's not easy to quit and you don't have to do this alone! This 4-class series meets 1 time per week on live where we will engage tobacco users to overcome addiction and provide support for quitting.

Call for a free class or more info:
1-800-391-2000
 Long distance toll-free. Spanish/Portuguese available.

Class topics for each week:
 1. Why Start 3. Making the Change
 2. When to Start 4. Keeping the Goal

Get up to \$130 worth of gift cards to help you quit smoking and stay healthy!
 For each class you complete, you get rewarded with a gift card (from \$25 to \$40). You can choose gift cards from Amazon, Fresh, Nike, Starbucks, Target or Walmart.

Don't wait! REGISTER today! Go Home or to the nearest clinic.

Kern Family Health Care

CLASAS VIRTUALES INTERACTIVAS SIN COSTO PARA USTED
Para Ayudarle a Dejar de Fumar
 ¿Sabemos que no es fácil dejar de fumar y usted no tiene que hacerlo solo! Esta serie de 4 clases se realiza 1 vez por semana por Internet en donde trabajamos a los participantes de México a ayudar la adicción y darnos apoyo para dejar de fumar.

Llámenos hoy mismo para un número de asistencia:
1-800-391-2000
 Long distance toll-free. Spanish/Portuguese available.

Temas de la clase para cada semana:
 1. Por qué empezar 3. Haciendo el cambio
 2. Cuándo empezar 4. ¡Manteniendo el objetivo!

¡Reciba hasta \$130 en tarjetas de regalo para ayudarlo a dejar de fumar y mantenerse saludable!
 Por cada clase que complete, usted será premiado con una tarjeta de regalo (de \$25 a \$40). Puede elegir tarjetas de regalo de Amazon, Fresh, Nike, Starbucks, Target o Walmart.

¡No espere más! REGÍSTRASE hoy!
 (Por teléfono o en el Portal para Adicciones).

Kern Family Health Care

PROVIDER bulletin
 May 24, 2023
 Tobacco Cessation

Dear Provider,

KHS provides tobacco and smoking cessation services to Kern Health Systems (KHS) members, including you, to promote wellness through the U.S. Centers for Disease Control and Prevention (CDC) Quitline, 1-877-448-QUIT, and through the National Quitline, 1-800-QUIT-NOW. We have compiled a list of frequently asked questions below to assist KHS members with tobacco and smoking cessation services. For complete information, please refer to the KHS Tobacco Cessation Support for Health Services. They include a 4th step to quit help.

What services are available?

KHS offers Tobacco Cessation Therapy, medication and counseling services.

The following products are covered through our cessation services:

1. Bupropion	5. Nicotine Gum Spray
2. Nicotine Patch	6. Nicotine Patch
3. Nicotine Inhaler	7. Varenicline
4. Nicotine Transdermal Patch	

Submit an authorization request per month for up to three patches or Nicotine Gum.

What KHS members are covered for the smoking cessation services and devices?
 Services are covered for adults, teens, and adults.

How often are these services covered?
 Except for monthly patches (which are for smokers only), there is no limit on how often a KHS member can receive the cessation services over the phone with a group session.

What brands/labels are the cessation services?
 The cessation services under KHS members may be currently using various products, commercial cessation options, and nicotine therapy products.

How do I refer a KHS member for smoking cessation services and The QUITLINE? [Click Here](#)

Member Portal: Log on to the member portal at [Kern Health Systems](#)

1. For a Health Services or Tobacco Cessation (KHS) Health Education Services
 2. Call 1-800-391-2000 and ask for the KHS Tobacco Cessation Department

PROVIDER bulletin
KERN HEALTH SYSTEMS

Where can I obtain tobacco and smoking cessation education material for my office?
 Call 1-800-391-2000 and ask for the KHS Health Education Department.
 We are here to help.

Sincerely,
 Isabel Silva MPH, CHES,
 Director of Health Education Cultural and Linguistics Services

- Annual Mailing in March 2022 reached members who were identified as smokers in the last 2 years, including teens and pregnant members.
- Total members reached: 11,957, of which 1,642 are Spanish speaking members.



In-service 2021-2022

- Member Services
- Marketing
- Health Education
- ECM
- Case management
- QI

What is fresh Start ?

- New In-House Tobacco Cessation Program
- Group Classes (Currently Virtual)
 - 4 Classes Per Monthly series.
 - Decide to Quit: 1st \$25.
 - Plan To Quit: 2nd \$30.
 - Your Quit Day: 3rd \$35.
 - Stay Quit: 4th \$40
- Gift Card Rewards options:
Amazon, Foot Locker, Nike, Finish Line, Starbucks, Target or Walmart.

FAQ

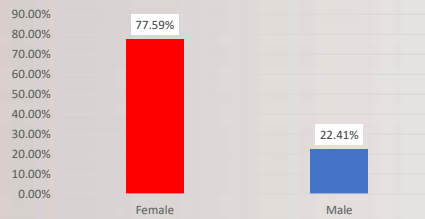
1. What days are the classes (Virtual or in person) ?
The 1st, 4th Tuesdays of every month.
2. Is the schedule open and available to add members?
Yes ☺
3. Who Should I transfer to?
Ext: 7445- Health Education Team
4. What will happen if no one picks up?
Call Tracking and HE Dept. will call back in less than (5)



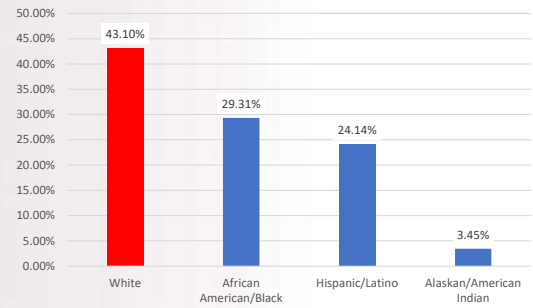
Participant Demographics

- Total participants from class opening 58
- Total current classes: 64 (16 Series)
- Attendance ages 25 to 70

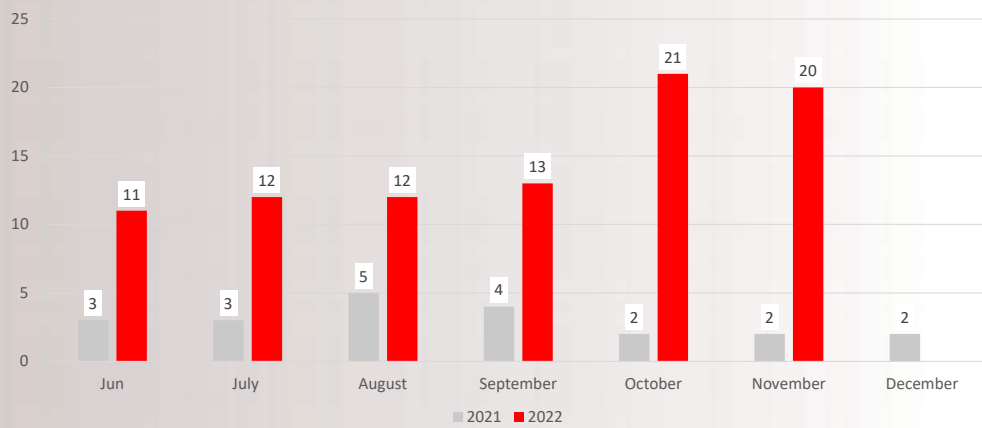
Fresh Start Attendance by Gender



Fresh Start Attendance by Ethnicity

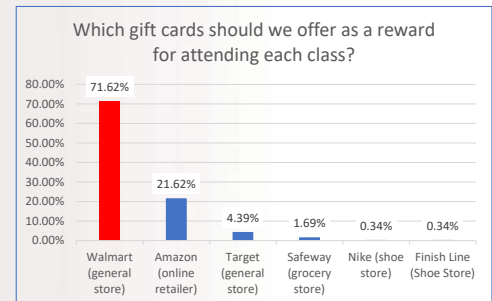


Monthly Trend Attendance Report

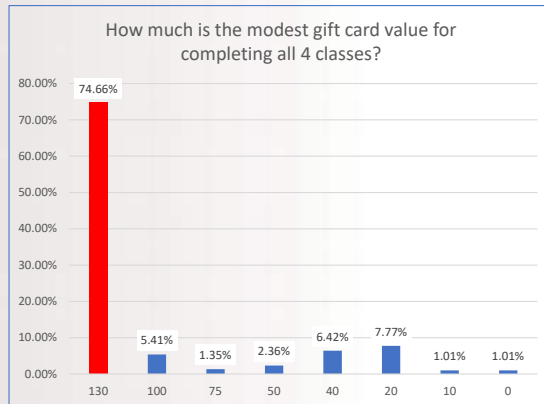


Incentive Feedback

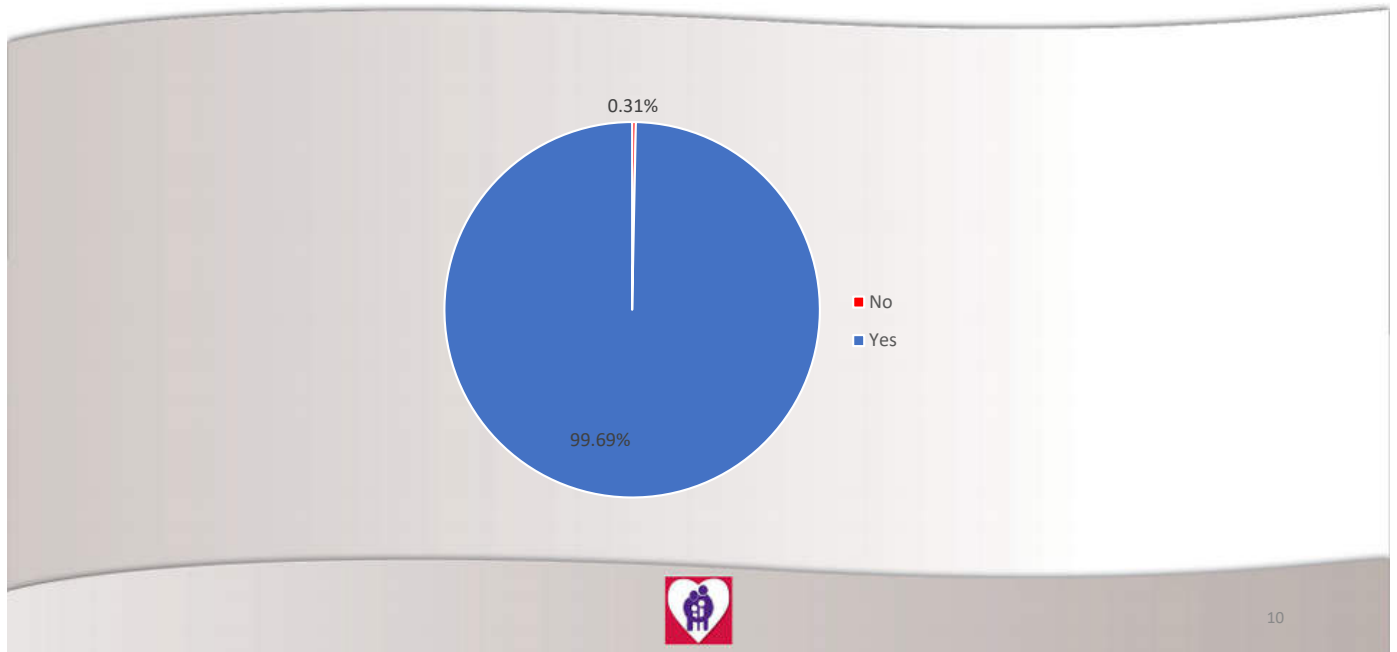
- Member positive comments
 - “I Love Fresh Start, I would have not reduced [nicotine usage] with out you guys”
 - “I'm grateful to have kern family because you guys have this program for us”
 - “Love this class because its not boring, I thought it was going to be you just teaching and not let us talk”
- Members who attended received up to \$130 in gift cards per series.
 - Grills “The only smoking we allow in fresh start”
 - Swimming pools to cool off
 - New tires to drive around and not smoke
 - DVD movies at Walmart
- Top gift card
 - Walmart
- Lowest gift card
 - Nike and finish line



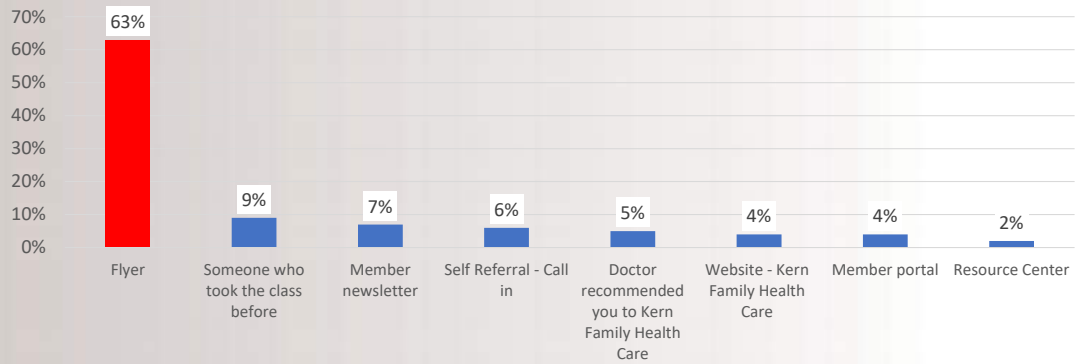
Incentive Feedback continued. . .



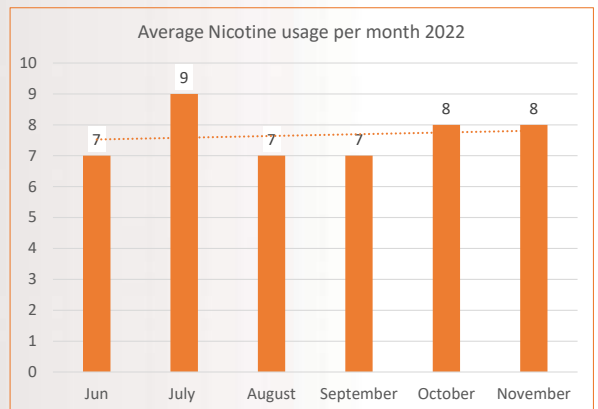
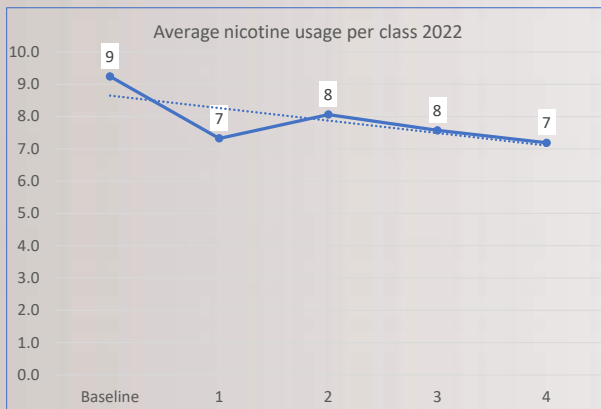
Would you recommend this class to a friend?



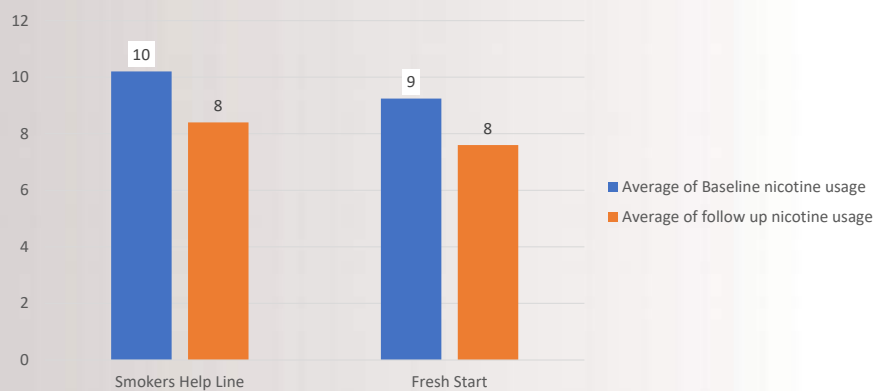
How did you find out about the Fresh Start classes?



Nicotine Usage Outcomes



Kick It Vs Fresh Start



Challenges

Poll limitations

- After reviewing the data, we have encountered some data discrepancies that many have shifted some data numbers.
- No Question for new non-smokers.
- Current polls did not allow for fill in responses

Complex questions

- Questions many be confusing if member is not smoking
- Participants like less question. We currently have 10 question.

Over the phone

- No poll is available for members who join with voice only



2023 Strategy plan Recommendation

- In Person Classes
- Next Phase “Fresh Start+”
 - For current ex-smokers
 - New incentives
 - New Curriculum research
- Research new survey methods
 - Google forms
 - Survey monkey
 - Zoom enhanced polls
- Review current incentive program
 - Tier system
 - Toxicity blood labs
 - PCP follow up
- Review objective results
 - Medication fills
 - ROI for current Fresh start members



Thank you



