



KERN HEALTH SYSTEMS POLICY AND PROCEDURES			
Policy Title	Requests for Medical Policies	Policy #	30.84-P
Policy Owner	Utilization Management	Original Effective Date	01/01/2026
Revision Effective Date		Approval Date	11/6/2025
Line of Business	<input type="checkbox"/> Medi-Cal <input checked="" type="checkbox"/> Medicare <input type="checkbox"/> Corporate		

I. PURPOSE

To establish a standardized, compliant framework for Kern Health Systems (KHS) in providing a copy of the Plan medical policies/criteria to members, providers, and the public upon request.

II. POLICY

A. Requests for Medical Policies

1. It is the policy of KHS/UM to provide copy of the Plan medical policies/criteria to members, providers, and the public upon request.
2. In accordance with the California Code, Health and Safety Code - HSC § 1363.5 A plan shall disclose the criteria or guidelines used by plans, or any entities with which plans contract for services that include utilization review or utilization management functions, to determine whether to authorize, modify, or deny health care services. The criteria shall:
 - a. Be developed with involvement from actively practicing health care providers.
 - b. Be consistent with sound clinical principles and processes.
 - c. Be evaluated, and updated, if necessary, at least annually.
 - d. If used as the basis of a decision to modify, delay, or deny services in a specified case under review, it will be disclosed to the provider and the enrollee in that specified case.
 - e. Be available to the public upon request. A plan shall only be required to disclose the criteria or guidelines for the specific procedures or conditions requested. A plan may charge reasonable fees to cover administrative expenses related to disclosing criteria or guidelines pursuant to this paragraph, limited to copying and postage costs.
 - f. The plan may also make the criteria or guidelines available through electronic communication means.
3. The disclosure required shall be accompanied by the following notice:

- a. “The materials provided to you are guidelines used by this plan to authorize, modify, or deny care for persons with similar illnesses or conditions. Specific care and treatment may vary depending on individual need and the benefits covered under your contract.”

III. DEFINITIONS

TERMS	DEFINITIONS
N/A	

IV. PROCEDURES

- A. KHS performing UM Organization Determination Processing will include the following disclosure to accompany the Organization Determination Notice:

“ The materials provided to you are guidelines used by this Plan to authorize, modify or deny care for persons with similar illnesses or conditions. Specific care and treatment may vary depending on individual need and the benefits covered under your contract.”

- B. In most cases medical policies are provided at no cost to the requestor, however, KHS reserves the right to charge a reasonable fee for unusually large requests.
- C. Requests from members or the public must be for a policy/criterion for a specific condition or treatment.
- D. KHS will maintain a log to monitor any policy/criteria request made by members, providers, and the public upon request.

1. The log at a minimum will be reviewed as part of the KHS annual UM audit conducted by KHS

KHS is responsible for ensuring that their delegates comply with all applicable state and federal laws and regulations, contract requirements, and other Centers for Medicare and Medicaid Services (CMS), Department of Health Care Services (DHCS), and or Department of Managed Health Care (DMHC) guidance, including applicable All Plan Letters (APLs), HPMS memos, Policy Letters, and Dual Plan Letters. These requirements must be communicated by KHS to all delegated entities and subcontractors.

V. ATTACHMENTS

Attachment A:	N/A
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VI. REFERENCES

Reference Type	Specific Reference
Regulatory	CA Health and Safety Code section 1363.5(a), (b)(4)-(5), and (c)
Other	NCQA Utilization Management Standards and Guidelines

VII. REVISION HISTORY

Action	Date	Brief Description of Updates	Author
Effective	01/01/2026	New Policy created to comply with D-SNP.	UM

VIII. APPROVALS

Committees Board (if applicable)	Date Reviewed	Date Approved
Choose an item.		
Choose an item.		