

# PROVIDER Bulletin



## KERN HEALTH SYSTEMS

January 9, 2026

### Claim Status Inquiries

Dear Provider,

As a reminder, claim status inquiries should be handled through the Kern Health Systems (KHS) Provider Portal. The Claims Department call center will not provide claim status information that is readily available through the KHS Provider Portal. The following information can be accessed via the KHS Provider Portal:

- Claim Status
- Payment Information
- Explanation of Payment (EOP) details

Providers that need further assistance regarding a specific claim may call the Claims Department at 1-800-391-2000 option 5, followed by option 3. Providers should have the following information readily available:

- Check Details from the KHS Provider Portal
- Explanation of Payment details

Providers that do not have the information listed above will be instructed to refer back to the KHS Provider Portal or ePayment.

[Provider Bulletins](#) are available on the [KHS website](#). Please visit the site regularly to stay informed about the latest updates and announcements.

If you have any additional questions, please contact your Provider Relations Representative at 1-800-391-2000, silent prompt option #5.

Sincerely,

Kristie Onaindia  
Provider Relations Manager  
Kern Health Systems