



# PROVIDER *bulletin*

April 14, 2020

Dear Valued Provider:

KHS Provider Network Management thanks you for your ongoing commitment to provide high quality, integrated care to our patients. Our commitment to care includes ensuring patients have accurate and complete information regarding how to access our provider network. As you know all health plans must comply with Senate Bill 137 (SB 137) and CMS regulations by having the participating network providers attest to the information we have on file.

KHS is committed to ensuring your data is up-to-date and utilizes a contracted vendor to help manage the attestation process. In the past you may be familiar with vendors such as Gaine and Symphony. KHS continues our partnership with these vendors who continue to streamline and pave the way for plans and providers to exchange and reconcile provider information in compliance with state and federal regulatory requirements.

KHS is also partnering with Availity, a provider engagement platform, to provide a new gateway for providers to access their information using their Provider Data Management (PDM) Portal. Soon you will be receiving notification to register with Availity for attesting to your information. Some providers may already be familiar with this PDM Portal as other larger health plans already implemented this platform for directory information such as service/address locations, acceptance of new patients, new providers joining your practice and contact information.

Availity has a Portal Help desk system, demo resources and FAQs that will guide you through the attestation process. These additional resources can be found under Provider Resources section of the KHS website <https://www.kernfamilyhealthcare.com/media/1875/sb137-symphony-availity-provider-attestation-faq.pdf>

KHS understands the current situation surrounding COVID19 and your first priority to provide care to your patients. However, due to regulatory requirements we are required to continue this process of attestation and understand there may be delays in registering with Availity and attesting to your 2nd Quarter Provider Attestation information.

We appreciate your continued support and thank you in advance for helping us maintain an accurate provider directory that complies with state and federal regulations. If you should have any issues validating your information please contact Kern Health Systems Provider Relations Department at (661) 664-5000.

Thank you,

Jake Hall  
Provider Network Manager

Kern Health System