



PROVIDER *bulletin*

May 29, 2020

Video Remote Interpreting Services Bulletin

Dear Provider:

Kern Health Systems (KHS) is committed to providing quality health care to our culturally and linguistically diverse member population during the current COVID-19 pandemic.

To assist providers in better communicating with members who are limited in their English proficiency (LEP), KHS has contracted with Language Line Solutions to offer Video Remote Interpreting (VRI) Services. Language Line offers VRI for multiple languages including American Sign Language (ASL).

To access the instructions for VRI Services, visit the Cultural & Linguistic Services section of the Provider Resources portion of our website:

<https://www.kernfamilyhealthcare.com/media/1917/lls-vri-provider-training-guide-2020.pdf>

Telephonic Interpreting is also still available for KHS providers 24 hours a day, 7 days a week. During KHS Office Hours: Contact KHS' Member Services Department at 1-800-391-2000. A Member Services Representative will assist you or connect you with Language Line Services. After KHS Office Hours: Contact our On Call Nurse at 661-331-7656. The On Call Nurse will connect you with Language Line Services.

For additional information, please contact your KHS Provider Relations Representative at (661) 664-5000.

Thank you,

Melissa Lopez
Provider Relations Manager