PROVIDER Bulletin

KERN HEALTH SYSTEMS

June 20, 2024

Population Health Management Referral Process

Dear Provider,

Providers are now able to send a referral for Population Health Management (PHM) services for a member using the Provider Portal.

Population Health Management

PHM is a model of care that addresses individuals' health needs at all points along the continuum of care through participation, engagement, and targeted interventions for a defined population. The goal of PHM is to maintain or improve a members physical and psychosocial well-being and addresses health disparities through tailored, cost-effective solutions. PHM focuses on preventive services and collaborative partnerships with providers to assist in delivering high-quality care to all members in a timely and efficient manner.

PHM services include the following:

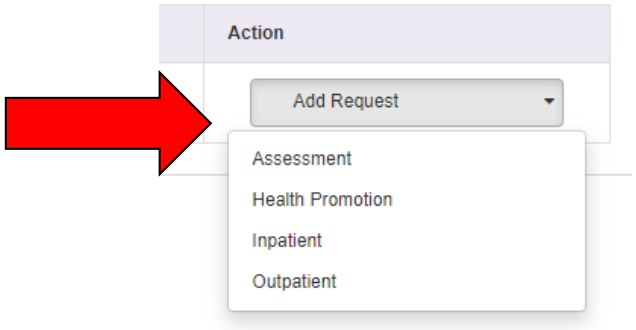
PHM Service	Description
Complex Case Management (CCM)	Outreach to members with chronic conditions by Registered Nurses (RNs), Licensed vocational nurses (LVN), Community Health Workers (CHW), and Certified Medical Assistants (CMAs). Consists of care coordination, connecting to resources, assisting with referrals, transportation, scheduling of appointments, and education of chronic diseases.
Palliative Care	Social Workers provide care coordination for members eligible for Palliative Care services by connecting them to a Palliative Care provider and other resources.
Major Organ Transplant (MOT)	Assist members pre-transplant and post-transplant. Members are followed up by a RN and a CMA to ensure members are following up with appointments appropriately while they wait for their transplants.
Long Term Care (LTC)	Members are followed up by a contracted Skilled Nursing Facility Physician (SNFist), managed during their stay at a long-term care facility, and followed by a RN to assist with discharge planning as needed.

PHM Service	Description
Baby Steps	CMAs follow up with pregnant and post-partum members. Members are connected with resources, educated on following up with providers, and screened for depression.
Baby Steps Plus	A RN focuses on high-risk pregnant members, providing care coordination, and case management to maximize positive birth outcomes.
Children with Special Healthcare Needs	Members under 21 years of age with complex medical conditions receive care coordination and case management.
Kids and Youth Transition (Kay) Program	Assist with the transition from California Children's services (CCS) to adult Primary Care Providers and Specialists for members aging out of CCS.
Medi-Cal for Kids & Teens (Early Periodic Screening Diagnostic Testing, EPSDT)	The Medi-Cal for Kids & Teens program provides comprehensive health care for Medicaid eligible clients under the age of 21. The patient may be referred to another health care provider for specialty care or further evaluation. If diagnosis and treatment are indicated and/or if your patient is having problems navigating the health care systems, you or the patient's family, can refer the patient for care coordination services.

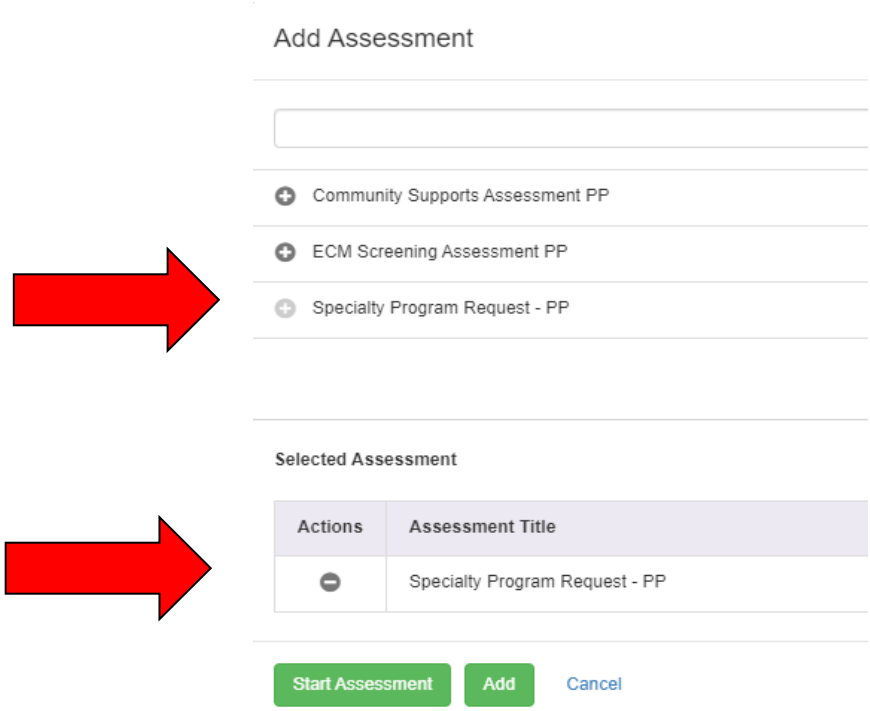
If you feel a KHS member can benefit from the PHM services KHS offers, please submit an assessment via the KHS Provider Portal on their behalf. KHS has added a new function to the portal which allows you to submit an "Assessment" referral for PHM services. To submit a PHM referral please follow the steps below:

- Go to www.kernfamilyhealthcare.com
- Click on "Provider Portal"
- Enter your username and password
- Click on "Authorizations"
- Click on "Menu"
- Select "New Request"
- Enter the information and click search
- Under "Action" select "Assessment" screenshot below

- Next, click on “Add Assessment.”

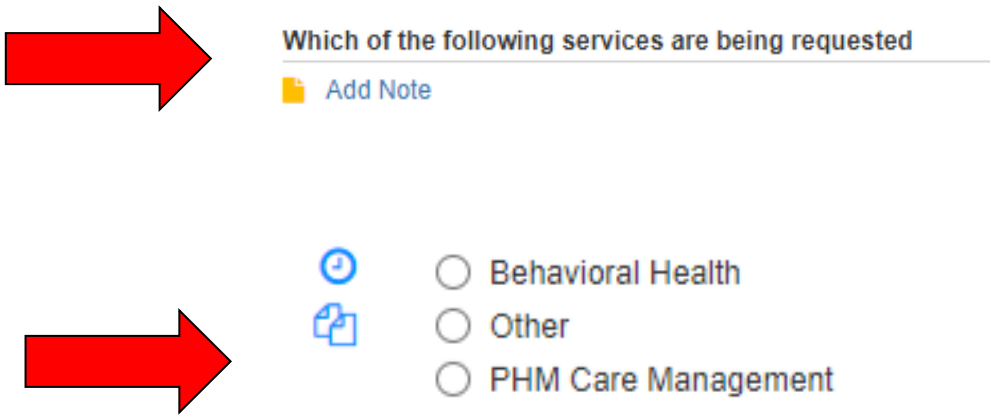


- Click on “Specialty Program Request-PP” and click on “Start Assessment” screenshot below.



- The system will lead you to the “Specialty Program Request Assessment.”

- You will answer “PHM Care Management” for the question below:



PHM Referrals can also be made by calling 661-632-1590 or 1-800-391-2000, or by sending a secure email to the PHM triage team at phmtriageteam@khs-net.com.

KHS posts all bulletins on the KHS website, www.kernfamilyhealthcare.com, choose Provider, then Bulletins.

If you have any questions related to the Specialty Program Request Assessment, please contact your Provider Relations Representative at 1-800-391-2000, Option 5 (silent prompt).

Sincerely,

Michelle Curioso
Director of Population Health Management
Kern Health Systems