



PROVIDER *bulletin*

March 15, 2021

Electronic Authorization Request Submission

Dear Provider:

In effort to improve efficiencies in our utilization review process and the timeliness of decisions, **effective May 1, 2021**, all authorization requests as well as any supplemental documentation from our participating providers will be required to be submitted electronically through our provider portal.

Any requests received by paper or fax from a participating provider on or after May 1, 2021 will be rejected with instruction to submit the request electronically. In order to ensure that you are able to continue to submit authorization requests electronically, you will need to have access to our provider portal. If you have any questions or need to sign up for access to the provider portal, please contact your Provider Relations Representative for assistance at (661) 664-5000.

In the event of any prolonged system downtime, a provider bulletin will be sent advising of alternative submission options such as faxing or via phone.

At this time, all non-participating providers will need to continue to fax authorization requests to (661) 664-5190 or mail them to:

Kern Family Health Care
Attn: Utilization Management
2900 Buck Owens Blvd
Bakersfield, CA 93308

If you have questions, please contact your Provider Relations Representative at (661) 664-5000.

Thank you,

Melissa Lopez
Provider Relations Manager
Kern Health Systems