



Provider Manual

Kern Family Health Care

Last updated: December 22, 2021

This manual is revised periodically. For the most recent version, please visit the KFHC website at: www.kernfamilyhealthcare.com or call the **Provider Network Management Department at (661) 632-1590 or (800) 391-2000**. **Providers can dial 5**, a silent prompt created for Providers to bypass other queues.

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QUICK REFERENCE

Visit our website to access the KFHC Provider Portal, search for a network provider, view and download KFHC Policies and Procedures, and many other helpful resources are available at www.kernfamilyhealthcare.com.



The image shows the login page for the Kern Family Health Care Provider Portal. At the top left is the logo with the tagline 'The Friendly Face Of Kern Health Systems'. Below the logo is a 'Login' section with two input fields: 'Username' and 'Password'. A purple 'SUBMIT' button is located below the password field. Below the submit button are three links: 'Forgot your username or password?', 'Contact Us', and 'Out of Network Providers'. To the right of the login form is a welcome message: 'Welcome to the Kern Family Health Care Provider Portal, a unique on-line tool for accessing benefit, eligibility, and claims data.' Below this message is a bulleted list of services: 'Check member eligibility information', 'Check the status of your claims', 'Submit and check the status of your authorization and pharmacy requests', 'Download various forms', 'View and update your Provider demographic information', 'Not a Kern Family Health Care Network provider?', and 'Please click "Out of Network Providers" to sign up.' At the bottom right, there is a note: 'To sign up, please contact your Provider Relations Representative at (661) 664-5000 to create your account.'

KEY CONTACTS

Department	Contact Information
KFHC	2900 Buck Owens Blvd Bakersfield, CA 93308 Monday – Friday, 8:00 am - 5:00 pm 661-632-1590 (Bakersfield), 1-800-391-2000 (outside of Bakersfield). Providers can dial 5 , a silent prompt created specifically for providers to bypass other queues.
KFHC Provider Relations Representative	
KFHC Advice Nurse Line	800-391-2000 Available 24 hours a day, 7 days a week
Claims	Submit electronic claims to any of the following: <ul style="list-style-type: none"> • Change Health • Office Ally • SSI Group Use KHS Payer ID: 77039 <ul style="list-style-type: none"> • Cognizant Use KHS Payer ID: KERNH (Professional) UERNH (Institutional) Paper Claims: Kern Family Health Care – Claims Department P.O. Box 85000 Bakersfield, CA 93380-9998
KFHC Transportation Department	661-632-1590 (Bakersfield), 800-391-2000 (outside of Bakersfield), choose option 3. Available 24 hours a day, 7 days a week for urgent or after-hours assistance. Transportation should be requested at least 5 days in advance.
Interpreting Services Language Line In-Person interpreting	661-632-1590 (Bakersfield), 800-391-2000 (outside of Bakersfield)

KEY CONTACTS

Department	Contact Information
Verify Eligibility	<ul style="list-style-type: none"> • KFHC Provider Portal • KFHC DIVA (661) 664-5185 • AEVS 800-456-2387 <p>If above options unavailable:</p> <ul style="list-style-type: none"> • KFHC Member Services Dept. 661-632-1590 (Bakersfield), 800-391-2000 (outside of Bakersfield), Providers can dial 5, a silent prompt created specifically for providers to bypass other queues.
California Relay Services	Call 800-735-2922, if you do not have a TTY device in your office or call 800-735-2929 if you do have a TTY device in your office.
Denti-Cal	800-322-6284 smilecalifornia.org
California Children's Services (CCS)	Kern County Public Health Services Dept. 2 nd Floor, Bakersfield, CA 93306 661-868-0504, fax 661-868-0280 kernpublichealth.com
Behavioral Health & Recovery Services (BHRS)	Mental Health Administration 661-868-6600 Non-crisis Adult Care 661-868-8080 Crisis Line Toll Free 800-991-5272 Crisis Line 661-868-8000 kernbh.rs.org
Vision Services Plan (VSP)	800-877-7195 or www.vsp.com
Submit Authorizations	<ul style="list-style-type: none"> • https://provider.kernfamilyhealthcare.com/v3app/publicservice/loginv1/login.aspx?bc=1215a844-d81f-4be0-ac1c-92dd137dd90c&serviceid=05411915-5bc6-4527-97a6-45b09eecbde3
Pharmacy Prior Authorization	<ul style="list-style-type: none"> • https://medi-calrx.dhcs.ca.gov/home/

SECTION 1: INTRODUCTION

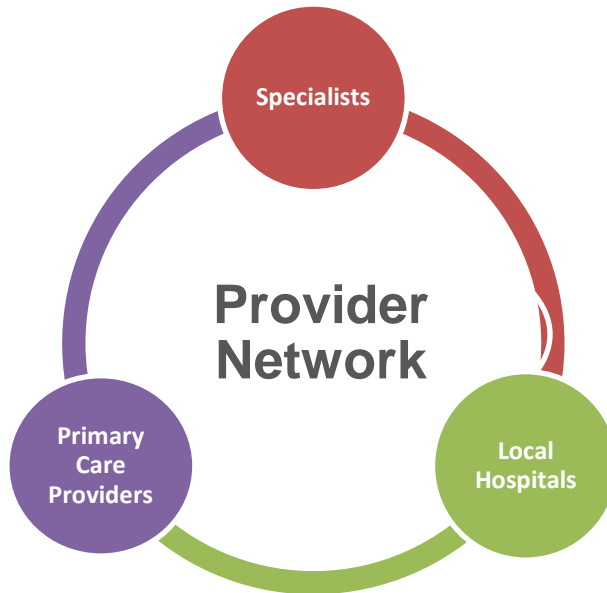
About Kern Health Systems

Kern Health Systems (KHS) was established by the Kern County Board of Supervisors in April 1993 as the County’s Local Initiative. In Kern County, Medi-Cal is operated through a Two-Plan Model consisting of a “local initiative” health plan and a commercial plan. Kern Health Systems (KHS) is the local initiative managed care plan in Kern County. Currently, Health Net is the commercial plan.

KHS is a Knox-Keene licensed Health Plan and is regulated by the California Department of Managed Health Care (DMHC), the California Department of Health Care Services (DHCS), and the federal government’s Centers for Medicare and Medicaid Services (CMS).

KFHC Provider Network

KFHC Members have access to a comprehensive network of providers that includes primary care providers, specialists, hospitals, and urgent care facilities.



Our Mission

Kern Health Systems is dedicated to improving the health status of our members through an integrated managed health care delivery system for Kern County.

KFHC Employee Code of Conduct

The Code of Conduct articulates the standards of behavior that each employee is expected to observe while performing their jobs.



Governing Board & Committees

The KHS Board of Directors are appointed by the Kern County Board of Supervisors; it includes physicians, safety-net providers, hospitals, and community representatives. For more information regarding the Board & Committees or to view past agendas, visit www.kernfamilyhealthcare.com. The following is a list and description of the KHS Advisory Committees:

Finance Committee

The Finance Committee reviews, approves, and makes recommendations to KHS' Board of Directors on all financial and contractual matters that are presented by KHS' staff in support of administrative and management operations. It ensures KHS' financial stability by providing oversight on its budget.

Physician Advisory Committee (PAC)

The PAC serves as an advisor to the Board of Directors on health care issues, peer review, provider discipline and credentialing/re-credentialing decisions. The committee is responsible for reviewing provider grievances and/or appeals, provider quality issues, and other peer review matters as directed by the KHS Chief Medical Officer or designee.

Quality Improvement / Utilization Management Committee (QI/UM)

The QI/UM Committee oversees all covered health care services delivered to members by systematic methods that develop, implement, assess, and improve the integrated health delivery systems of KHS.

Drug Utilization Review (DUR)

The DUR Committee oversees retrospective medication prescribing practices by providers and assesses usage patterns by members. The committee is composed of Physician and Pharmacist providers as well as internal staff. If you would like to serve on the committee, please contact the Director of Pharmacy or Medical Director.

Public Policy / Community Advisory Committee (PP/CAC)

Provides a mechanism for structured input from KFHC members regarding how our operations impact the delivery of their care. The role of the PP/CAC is to implement and maintain community linkages.

*If you are interested in becoming a member of any of the above listed committees, please contact KHS Quality Improvement Department at 661-664-5000.

Intent of the Provider Manual

Our provider network is a critical component in serving our mission. We want this manual to be a useful guide which will offer a general overview of information, tools, and guidance needed for you and your staff to facilitate care and services for KFHC Members. If you have any questions, need assistance, or have suggestions for improving the manual, please contact the Provider Network Management Department at (800) 391-2000. **Providers can dial 5**, a silent prompt created specifically for providers to bypass other queues.

If the terms of your Agreement differ from the information in this Provider Manual, the Agreement will supersede. In addition, if there are conflicts between the Manual and current State or federal laws and regulations governing the provision of health care services, those laws and regulations will supersede this Manual.

How to Use the Provider Manual

Providers can search particular topics by reviewing the table of contents or by using the Adobe/PDF search function. For more detailed information, please refer to Kern Health System policies, procedures located at www.kernfamilyhealthcare.com, if you do not have internet access a hard copy will be provided.

 **Search tip:** To search for a specific topic, hit Ctrl + F on your keyboard to activate the "Find" function, if you are using a PC. If you are using a Mac, hit Command + F.

SECTION 2: ELIGIBILITY

Eligibility

- Eligibility needs to be checked every visit and can be checked in multiple ways:
 - **Provider Portal**
 - **DIVA** (661-664-5185)
 - **AEVS** (800-456-2387)
 - **Medi-Cal website** <https://www.medi-cal.ca.gov/MCWebPub/Login.aspx>

If above options unavailable:

- **KFHC Member Service Department (800-391-2000) Option 5**
- Kern Family Health Care (KFHC) members can switch PCP's anytime they choose
- KFHC members can switch health plans (KFHC to Health Net & vice versa) month to month

Termination of PCP/Member Relationship

- PCPs can discharge a member by providing a letter requesting member reassignment to their Provider Relations Representative
- PCP is required to provide care to the member for 30 days after notification sent to KFHC

Medi-Cal Enrollment

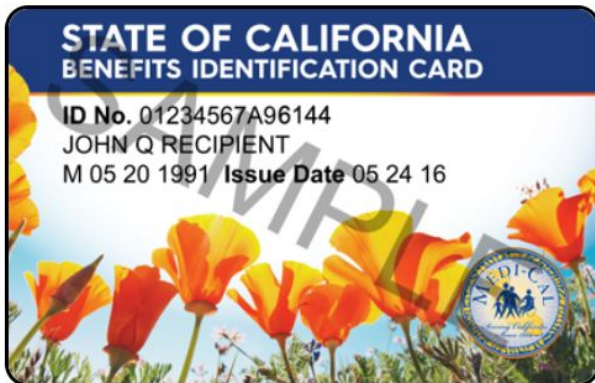
Individuals who wish to enroll in KFHC must have been determined eligible for the Medi-Cal program through the Kern County Department of Human Services, or the Social Security Administration.

Medi-Cal recipients must re-certify their eligibility periodically. It is not uncommon for individuals or families to lose Medi-Cal eligibility and then regain it at a later date. Eligibility for Medi-Cal can also be effective retroactively in some cases. Please note that a member's eligibility must be verified *before delivery of services* and that the KFHC Member Identification (ID card) *alone* is not a guarantee of eligibility.

The state of California issues a plastic Medi-Cal ID card known as the Benefits Identification Card, or BIC. The BIC shows the member's name, date of birth, 14-digit identification number and the card issue date.

The Kern County Department of Human Services may issue a temporary, emergency "paper card" when the Member cannot wait for the state to issue the BIC.

The new "Poppy" BIC design will be provided to newly eligible recipients and recipients requesting replacement cards. Providers are responsible for verifying the recipient is eligible for services and is the recipient to whom the card was issued. Both BIC designs should be accepted by providers.



"Poppy" design

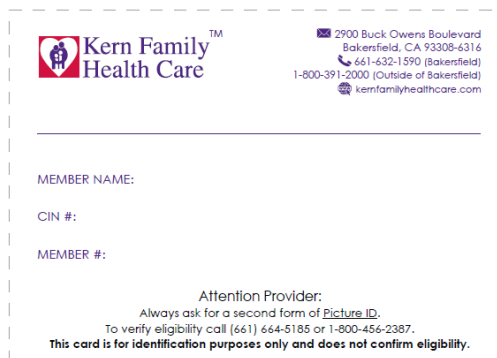


"Blue and White" design

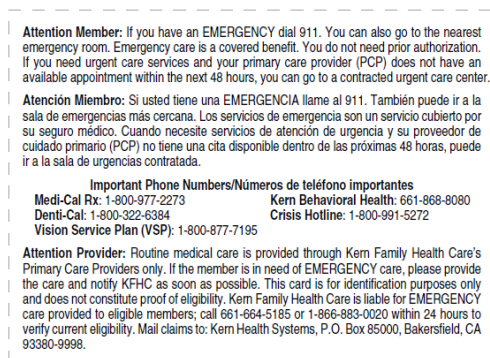
KFHC Member Identification Card

KFHC issues all new Members an Identification Card to be presented to Providers at the time Covered Services are requested. Please note that the KFHC ID card alone should not be considered verification of Member eligibility. The KFHC ID card is issued for identification purposes only and does not guarantee eligibility.

Front KFHC Member Card



Back KFHC Member Card



Verifying Member Eligibility

All providers should verify eligibility on the date that the service is rendered. A Referral or Authorization is not sufficient to guarantee that the patient is eligible on the date of service.

Eligibility can be checked in various ways:

KFHC Provider Portal

To check eligibility via the KFHC Provider Portal, select *Members* on the banner or use the *Member Quick Search* option on the portal home page.

Automated Eligibility Verification System (AEVS)

AEVS, the State Medi-Cal automated eligibility verification system, is a tool that is available 24/7 to verify a Member's eligibility. To use AEVS please call (800) 456-2387 and have your Provider Identification Number (PIN) ready. A confirmation number will be provided which should be maintained to document the verification of eligibility.

KFHC DIVA Automated Eligibility Line

DIVA is another automated tool that is available 24/7 to verify a Member's eligibility. To use DIVA, please call (661) 664-5185 and provide the Member's KFHC identification number or Medi-Cal identification number.

KFHC Member Services Department

Eligibility can also be verified by calling the KFHC Member Services Department. Representatives are available to assist with eligibility verification inquiries Monday through Friday from 8:00 a.m. to 5:00 p.m. To contact the Member Services Department, call (800) 391-2000. **Providers can dial 5**, a silent prompt created specifically for providers to bypass other queues.

Primary Care Provider (PCP) Assignment

PCPs are the primary provider of covered services for Members and play a crucial role in coordinating care. For this reason, the selection or assignment of each Member to a PCP is of critical importance.

PCP Selection & Change

Members can find available PCP's using the KFHC Provider Directory or the online "Find a Provider" search tool located on the <https://www.kernfamilyhealthcare.com/> home page. Members can change their PCP by logging onto the Member Portal located at

<https://www.kernfamilyhealthcare.com/> or by downloading the free KFHC mobile application, LINK. Members can also make a PCP change by calling Member Services at 661-632-1590 (Bakersfield) or 800-391-2000 (outside of Bakersfield). Providers should encourage their assigned KFHC members to create and register a KFHC Member Portal account. Each member who registers a KFHC Member Portal account will receive a \$10.00 gift card as an incentive.

Clinic Assignment

Every Medi-Cal enrollee has a right by law to access medical services through a Federally Qualified Health Center (FQHC). If a member chooses a FQHC, it must be contracted with KFHC. The enrollee may either choose a FQHC provider or a FQHC clinic.

PCP Auto Assignment

KFHC members are assigned a Primary Care Provider (PCP) upon enrollment. If KFHC does not receive a PCP selection for a new Medi-Cal member one will be assigned by KFHC through a default, automatic method of assignment. Every effort will be made to provide new members the opportunity to change a PCP assignment provided through the automatic assignment process to the PCP of their choice. This action is part of the New Member Entry (NME) process where the Member Services Department will make two attempts by phone to contact every new member within the first thirty days of enrollment.

All members receive an enrollment packet with their PCP identified in the welcome letter. This packet is mailed within seven days of enrollment.

For more information, see KHS Policy & Procedures: Policy 5.06

<https://www.kernfamilyhealthcare.com/providers/policies-and-procedures/>



To allow better access to care, Members can change their PCP at any time via Member Portal, KFHC Mobile Link App or by calling the Member Services Department.

Termination of PCP/Member Relationship – Policy 5.18-P

Primary Care Providers can discharge a member from their practice for the following reasons:

- Documented Communication Problems
- Inappropriate Behavior
- Multiple Missed Appointments
- Non-Compliance, Etc.

PCPs may initiate this process if they have demonstrated efforts to establish a good patient/provider relationship and ultimately feel the member would be better served by another PCP.

Process:

- PCP will send their Provider Relations Representative a letter requesting a member be reassigned and will include a detailed description of the reason for discharge.
- The Provider Relations Representative will send the PCP a letter acknowledging receipt of the request to discharge the member.
- The KHS Member Services Department will contact the member and assist in selection of a new PCP.

Member Disenrollment

Disenrollment of Medi-Cal members is processed by Health Care Options, an enrollment contractor approved by the California Department of Health Care Services (DHCS). KFHC does not enroll or disenroll members. Members requesting disenrollment or information about the disenrollment process are referred to the enrollment contractor, Health Care Options.

For cases requiring mandatory disenrollment, KFHC may request the disenrollment of a Member under specific guidelines set by DHCS such as: Out of Area, Incarceration, etc. Please note that final disenrollment decisions are handled entirely by DHCS.

SECTION 3: POPULATION HEALTH MANAGEMENT

Case Management

The Case Management Department Staff, consisting of Registered Nurses, Master Social Workers, and Case Management Assistants, manage a complex population who are identified by a predictive modeler as those most likely to be admitted to the hospital in the next six months. These are members who have experienced a critical event or diagnosis that requires the extensive use of resources and who need help navigating the system to facilitate appropriate delivery of care and services.

Referrals to Case Management

Referrals may originate from multiple sources including, but not limited to, self-referral, caregiver, PCPs or Specialists, discharge planners at medical facilities, and internal departments at Kern Health Systems such as Utilization Management, Disease Management Health Education, and Member Services.

Care Plans

Care Plans are created for these members following an assessment and communicated to the PCP for collaboration. Once care coordination planning is implemented, there is follow up, assistance with transitions of care, and efficient communication post transition to prevent readmission and maintain progress. The eventual goal of Case Management services is for the member to achieve self-management and discharge from the program. The Case Management Department helps members maintain optimum health and/or improved functional capability, educate members regarding their health, and reinforce the PCP prescribed treatment plan. These efforts are anticipated to decrease costs and improve quality through focusing on the delivery of care at the appropriate time and in the appropriate setting.

Palliative Care

Palliative Care is a covered benefit geared towards patients with uncontrolled chronic illnesses and are not eligible, or decline, hospice care. Palliative Care services must receive prior authorization from KFHC. Palliative care consists of patient- and family-centered care that optimizes quality of life by anticipating, preventing, and treating suffering. The Palliative

Care benefit will connect members with a palliative care team trained to focus on symptom management and who understand advance care planning and end of life complexities.

Eligible Members

Members eligible for Palliative Care are expected to have one (1) year or less life expectancy, be in the advanced stage of illness, have received appropriate patient-desired medical therapy, or for whom patient desired medical therapy is no longer effective, and have started to access the hospital or emergency department as a means to manage late stage illness. Members should also have one or more of the following disease-specific eligibility criteria:

- Congestive heart failure (CHF): hospitalized due to CHF as primary diagnosis (no further invasive interventions planned) OR NYHA III or higher AND EF <30% or significant comorbidities
- Chronic obstructive pulmonary disease (COPD): FEV1<35% predicted and 24 hour and O2 requirement less than 3L/min OR 24 hour O2 requirement >3L/min
- Advanced cancer: any stage III or IV solid organ cancer, leukemia or lymphoma AND Karnofsky Performance Scale score < 70 OR treatment failure of 2 lines of chemotherapy
- Liver disease: evidence of irreversible liver damage, serum albumin less than 3.0, and International Normalized Ratio (INR) greater than 1.3, AND ascites, spontaneous bacterial peritonitis, hepatic encephalopathy, hepatorenal syndrome, or recurrent esophageal varices OR evidence of irreversible liver damage and has a Model for End Stage Liver Disease (MELD) score of greater than 19.

Palliative Care Services

Eligible palliative care services include advanced care planning, palliative assessment and consultation with a palliative care team, care coordination, pain and symptom management, and mental health and medical social services for counseling and support. Providers interested in learning more regarding the criteria for providing palliative care services, please contact the KFHC Providers Relations Department. For additional information regarding this new benefit, please refer to the DHCS All Plan Letter 17-015:

<http://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2017/APL17-015.pdf>

Transition of Care Services

The Transitional Care Model (TCM) is an evidence-based solution that demonstrates improved quality and cost outcomes for high-risk members when compared to standard care in:

reductions in preventable hospital readmissions for both primary and co-existing health conditions; improvements in health outcomes; enhanced patient experience with care; and a reduction in total health care costs.

- *Avoidance of hospital readmissions for primary and complicating conditions.* TCM has resulted in fewer hospital readmissions for patients. Additionally, among those patients who are rehospitalized, the time between their discharge and readmission is longer and the number of days spent in the hospital is generally shorter than expected.
- *Improvements in health outcomes after hospital discharge.* Patients who received TCM demonstrate improvements in physical health, functional status and quality of life.
- *Enhancement in patient and family caregiver experience with care.* Overall patient satisfaction is increased among patients receiving TCM. TCM also aims to lessen the burden among family members by reducing the demands of caregiving and improving family functioning.

Diabetes Management and Hypertension

KFHC provides services for diabetes outpatient self-management training, education, and medical nutrition therapy necessary to enable the member to properly use covered equipment, supplies, and medications, and additional diabetes outpatient self-management training, education, and medical nutrition therapy upon the direction or prescription of those services by the member's Primary Care Provider. Training shall include guidance that will enable members and their families to gain an understanding of the diabetic disease process and the daily management of diabetic therapy, to avoid frequent hospitalizations and complications.

SECTION 4: UTILIZATION MANAGEMENT PROGRAM

Initial Health Assessment (IHA):

- **The IHA must be completed within 120 day of enrollment with KFHC.**
- **If an IHA is not present in the medical record, the reason must be documented in the record (member's refusal, missed appointments, etc.)**
- **Access the KFHC Provider Portal for a list of patients who need an IHA**
- **Elements required include:**
 - **Complete history and physical**
 - **Individual Health Education**
 - **Behavioral Assessment**
 - **Core set of preventative services**
 - **Test results must be documented in the members file even if the test was performed by an outside agency (pap smear, mammograms, etc.)**

KFHC Utilization Management Department (UM), policies and procedures support the provision of quality health care services. The goal of UM is to provide Members with the right care, in the right venue, within the most appropriate timeframe. The key objective of the Program is to improve access to care, maintain the highest quality, and create healthy outcomes while providing the most cost effective care possible.

Preventative Care Services

PCPs are required to ensure that all age and risk appropriate preventive services are provided to assigned members. Members may schedule an appointment for preventive care (including an Initial Health Assessment) by calling their PCP.

When a request is made for CHDP services (Child Health and Disability Prevention), an appointment should be offered for the member to be examined within 2 weeks of the request. If the member cannot be seen within the two-week timeframe because the member refused offered appointments, refusal should be documented. If the member encounters difficulty in scheduling an appointment, he/she may call KFHC Member Services at 661-632-1590 (Bakersfield) or 800-391-2000 (outside of Bakersfield) for assistance.

Initial Health Assessment (IHA) Policy 3.05-P

The Department of Health Care Services (DHCS) requires that each PCP complete an Initial Health Assessment (IHA) for all Medi-Cal members. The IHA is a comprehensive assessment that is completed during the member's initial visit(s) with his or her primary care provider, or mid-level providers that are qualified to perform patient history and physicals. The purpose of the IHA is to assess and set the baseline for managing the acute, chronic, and preventive health needs of the member.

All new KFHC Members must receive an Individual Health Assessment. For Medi-Cal members this must be completed within **120 days** of enrollment. PCP's compliance with this standard will be assessed during audits.

At a minimum, an IHA must include the following: comprehensive history, preventive services, comprehensive physical and mental status exam, diagnoses and plan of care, and Individual Health Education Behavioral Assessment (IHEBA) using the Staying Healthy Assessment (SHA) or other state-approved tool.

Exemption of the IHA Requirement

If any member, including emancipated minors, or a member's parent or guardian, refuses an IHA, this should be documented in the member's medical record with a statement signed by the member. IHAs do not need to be performed if both of the following conditions are satisfied:

- A. The member's medical record contains complete information, updated within the previous 12 months, consistent with the KFHC assessment requirements for the member's age group and gender
- B. Based upon review of the prior medical record, the provider reviews and signs off in the medical record that the patient is current.

Scheduling IHAs

As PCPs receive their assigned patient panels, the Providers' offices should contact members to schedule an IHA to be performed within the time limit. If the provider/staff is

unable to contact the member, he/she should contact the KFHC Member Services Department for assistance.

In these cases, KFHC Member Services staff initiates attempts to contact the member via telephone and/or letter and coordinates with the PCP's office in an effort to secure a timely appointment. Contact attempts and results are documented by both the PCP and KFHC Member Services staff.



If an IHA is not present in the medical record, the reason must be documented in the record (member's refusal, missed appointments, etc.).

Individual Health Education Behavioral Assessment

The initial Individual Health Education Behavioral Assessment (IHEBA) using the Staying Healthy Assessment or other state-approved tool should be performed during the IHA. The Staying Healthy Assessment or state-approved tool must be re-administered at the Member's appropriate age intervals. DHCS requires PCPs to administer an IHEBA as part of the IHA for new Members and for subsequent well care visits for current Members. Forms are available on the KFHC website www.kernfamilyhealthcare.com under the "For Providers" tab as well as the DHCS website dhcs.ca.gov. PCPs may also contact KFHC Provider Relations Representative for technical assistance on using the form.

Immunizations

Providers are responsible for assuring that all members are fully immunized. Children should be immunized in accordance with the most recent childhood immunization schedule and recommendations published by the Advisory Committee on Immunization Practices (ACIP). Adults should be immunized in accordance with the most current California Adult Immunization recommendations.

PCPs are responsible for the tracking and documentation of immunizations for KHS plan members. The member's medical record should have a clearly designated area that identifies the member's immunization history and record. This should include documentation of the following:

- All attempts to provide immunizations
- Provision of instructions as to how to obtain necessary immunizations
- The receipt of vaccines or proof of prior immunizations.
- Proof of any voluntary refusal of vaccines in the form of a signed statement by the member or responsible party. If the member or responsible party refuses to sign this statement, the refusal must be noted in the medical record.
- Immunization record (PM298).

- Date the Vaccine Information Statement (VIS) is provided to the member and its publication date.

Following Member's IHA and all other health care visits which results in an immunization, member-specific immunization information shall be reported to appropriate immunization registry.

For more information see KHS Policy and Procedure: 3.05

<https://www.kernfamilyhealthcare.com/providers/policies-and-procedures/>

Referral Process – Policy 3.22

Referral Process

- Requests for referral are submitted via the KFHC portal. Requesting provider must include pertinent medical records, diagnosis, and treatment codes, and member data which support the referral request and will assist the specialty provider in the assessment and delivery of services.
- Urgent referrals may be submitted via the KFHC portal.
- After hours urgent authorization may be obtained by telephone from a RN on call from Friday 5:00pm – Monday 8:00am.
- All requests for scheduled hospital/facility admissions must be approved by KFHC
- Admissions will be to contracted facilities unless an exception occurs and special authorization has been granted by KFHC.
- A retro authorization for urgent or emergent services may be requested within 60 days of services being rendered

***If on-line submission is unavailable, please submit referral via fax to our Utilization Management Department at 661-664-5190. (Effective 7/1/2021, only on-line submission will be allowed)**

- It is the responsibility of the PCP to follow-up with the specialist for the results of care and fulfill the responsibilities of a primary care physician.

Time Requirement

- The PCP initiates referrals to qualified contracted providers for specialty care within 1 working day of the decision to refer the member.

Paper Referrals

- Submitted via fax must include:
 - The signature of the referring PCP must appear on the Referral/Prior Authorization Form.
 - A signature stamp is acceptable if KFHC is in receipt of certification that the use of such a signature stamp is authorized by the PCP.

Notification

- When a referral is authorized the referral is forwarded to the rendering/requested provider along with any pertinent medical records and data within 24 hours of KFHC decision.

- The PCP and member are notified of the referral authorization within 24 hours of the decision.
- The referral disposition form and criteria used to deny any referral are returned to the referring provider within 24 hours of the denial.
- A denial letter stating the reason for the denial is sent to the member within 48 hours.

A routine request by the PCP for referral authorization is initiated by submitting a Referral/Prior Authorization Form via the KFHC Provider Portal. The request must include pertinent medical records, diagnoses and treatment codes, and member data which support the referral and will assist the specialty provider in the assessment and delivery of services.

Prescribing physicians may request authorization by completing the Prior Authorization Request form, attaching clinical documentation to support the request, and submitting it by one of the following ways:

- KFHC Provider Portal, www.kernfamilyhealthcare.com
- Utilization Management Department Fax: (661) 664-5190
- Mail:
Utilization Management Department
Kern Health Systems
2900 Buck Owens Blvd.
Bakersfield, CA 93308
(mailing will delay process due to postal delivery time)

Provider and Member Notification

Results of the utilization review for non-urgent referrals are communicated by Utilization Management Staff (UM), to the Provider and Member as outlined in the following table. Notification to provider is provided via KHS Provider Portal or fax.

Result of Review	Provider Notice	Member Notice
Approved	<p>Referring: Approved <i>Referral/Prior Authorization Form</i> (within 24 hours of the decision).</p> <p>Specialist: Approved <i>Referral/Prior Authorization Form</i> and any pertinent medical records and diagnostics (within 24 hours of the decision).</p> <p>OR</p>	Notice of Referral Approval (within 48 hours of the decision).

	Hospital: <i>Hospital Notification Letter</i> (within 24 hours of the decision).	
Deferred	<p>Referring: Copy of Notice of Action Letter and the <i>Referral/Prior Authorization Form</i> (within 24 hours of the decision)</p> <p>OR</p> <p>Hospital: Requests for hospital services are not deferred.</p>	<p>Notice of Action Documents (within 2 business days of the decision). Documents include all of the following:</p> <ul style="list-style-type: none"> • <i>Notice of Action - Delay</i> letter • <i>Your rights Under Medi-Cal Managed Care</i>. Medi-cal members only. • <i>Form to File a State Hearing</i>. Medi-Cal members only.
Result of Review	Provider Notice	Member Notice
Modified (Initial request for a service or treatment)	<p>Referring: Copy of Notice of Action Letter and modified <i>Referral/ Prior Authorization Form</i> (within 24 hours of the agreement).</p> <p>Specialist: <i>Modified Referral/Prior Authorization Form</i> and any pertinent medical records and diagnostics (within 24 hours of the agreement).</p>	<p>Notice of Adverse Determination Documents, (within 2 business days of the decision). Documents include all of the following:</p> <ul style="list-style-type: none"> • <i>Notice of Adverse Determination – Modify</i> • <i>Your Rights Under Medi-Cal Managed Care</i>. Medi-cal members only. • <i>Form to File a State Hearing</i>. Medi-Cal members only.

<p>Terminated or Reduced (Subsequent request for a continuing service or treatment that was previously approved)</p>	<p>Treating: Copy of Notice of Adverse Determination Letter sent to the member (within 24 hours of the decision).</p>	<p>Notice of Adverse Determination Documents, (within 2 business days of the decision and at least 10 days before the date of action unless falls under exceptions listed in KFHC Policy 3.22-P. Documents include all of the following:</p> <ul style="list-style-type: none"> • <i>Notice of Adverse Determination – Terminate</i> • <i>Your rights Under Medi-Cal Managed Care.</i> Medi-cal members only. • <i>Form to File a State Hearing.</i> Medi-Cal members only.
<p>Result of Review</p>	<p>Provider Notice</p>	<p>Member Notice</p>
<p>Denied (Included those carve out services that are denied as not covered by KFHC)</p>	<p>Referring: Copy of Notice of Adverse Determination Letter (within 24 hours of the decision). OR Hospital: <i>Hospital Notification Letter</i> (within 24 hours of the decision).</p>	<p>Notice of Adverse Determination Documents, (within 2 business days of the decision). Documents include all of the following:</p> <ul style="list-style-type: none"> • <i>Notice of Adverse Determination – Denial</i> • <i>Your rights Under Medi-Cal Managed Care.</i> Medi-cal members only. • <i>Form to File a State Hearing.</i> Medi-Cal members only.

Denials and Appeals

- **Administrative denials can be completed by an RN**
- **Denials based on medical necessity require MD review**
- KHS appeal form (located on the KHS website) must be completed in its entirety with documentation supporting the appeal.
- Appeals may be filed by the beneficiary or provider prior to the service being rendered and before 60 days. After 60 days a new request is required.
- If the provider is filing on behalf of the beneficiary, the appeal must be accompanied with the beneficiary's written consent.
- Appeals returned for additional information must be received within 30 working days of receipt.
 - Treating providers can be modified without the provider's permission based on access, prior relationships/COC, or plan preference.

Only the Chief Medical Officer, or their designee may deny an authorization request based on medical necessity within the DHCS timelines of 1-5 days for routine requests.

Reasons for possible denial include:

- A. Not a covered benefit
- B. Not medically necessary
- C. Continue conservative management
- D. Services should be provided by a PCP
- E. Experimental or investigational treatment
- F. Member made unauthorized self-referral to provider
- G. Inappropriate setting
- H. Covered by hospice

Sample Provider Appeal Form:

Kern Family Health Care
PROVIDER AUTHORIZATION APPEAL RESOLUTION REQUEST

INSTRUCTIONS

- Please complete the below form. Fields with an asterisk (*) are required.
- Be specific when completing the DESCRIPTION OF APPEAL and EXPECTED OUTCOME.
- Provide additional information to support the description of the appeal.
- Fax the form along with any attachments to: (661) 624-4303
- Or mail the completed form to: Kern Family Health Care – Grievance and Appeals
2000 Buck Owens Boulevard
Bakersfield, CA 93308

* PROVIDER NAME: _____ PROVIDER ID NUMBER: _____
* PROVIDER ADDRESS: _____
* PROVIDER PHONE NUMBER: _____

MEMBER NAME: _____ STATE OF BIRTH: _____
* KPHC ID Number: _____ MEMBER ADDRESS/PHONE NUMBER: _____ * ORIGINAL AUTH NUMBER: _____
(Please complete separate form for each appeal)

* DESCRIPTION OF APPEAL (must include a clear explanation of the basis upon which you believe KPHC's action is incorrect):

EXPECTED OUTCOME: _____

* Provider Contact (please print): _____
* Signature: _____ Fax Number: _____

* All provider appeals submitted on a member's behalf must include the member's, their parent's (if a minor) or other authorized representative's signature and date indicating provider has their consent to file appeal.
Member, Parent or Authorized Representative's Signature: _____ Date: _____

Kern Family Health Care received this appeal on _____ If you have a question regarding this appeal, please call the KPHC Member Services Department at 1-800-391-2000 and ask to speak with a Grievance Coordinator.
Acknowledgment of Receipt (signature) _____

Visit www.kernfamilyhealthcare.com to download the Provider Appeal Form.

STAT Referrals

Outpatient STAT referrals

Prior authorization for emergent medical conditions is not required when:

- There is an imminent and serious threat to health including but not limited to the potential loss of life, limb, or other major bodily function.
- A delay in decision making would be detrimental to the member's life or health or could jeopardize the member's ability to regain maximum function.

KFHS does require a retrospective referral from the requested provider for STAT services within 60 days of the date of service.

Hospital/Facility Authorization

All Providers must request authorization for scheduled hospital/facility admission from KFHC Utilization Management Department. Admissions will be to contracted facilities unless an exception occurs and the KFHC UM Department has granted special authorization.

Lab, X-Ray and Assistant Services

Routine lab and x-ray services do not require pre-authorization but must be directed to KFHC contracted providers. Non-emergent specialty x-ray procedures require pre-authorization. Contracted providers must be utilized for all non-emergent lab and imaging procedures.

Please reference Prior Authorization list located under the Provider Resources section of the Kern Family Health Care website at: www.kernfamilyhealthcare.com

Covered Services That Do NOT Need Prior Authorization / Referral

Please reference prior authorization (PA) list on the “Quick Links” section of the KHS Provider Connection (Portal) www.kernfamilyhealthcare.com

Please note, the PA list is updated the first of each month and it is the provider/facilities responsibility to check for any updates prior to rendering services.

Unless specifically excluded, all services must be authorized by KFHC in accordance with KFHC referral policies and procedures. The following services do not require prior authorization:

- Primary Care from a KFHC contracted Primary Care Provider
- Dental – Providers are expected to refer to Denti-Cal.
- Hospice – Outpatient services.
- Basic prenatal care - Members may self-refer to a KFHC contracted OB/GYN or family practice physician.
- Vision - PCP or member may initiate a referral to VSP contracting optometrists.
- Mental Health - Referrals for mental health services may be generated by self-referral, provider of care, KFHC Case Managers, school systems, or employers.
- Family Planning - Members may access Family Planning Services by self-referral to an appropriate qualified practitioner/provider such as: FQHC, Federally Funded Family Planning Clinic and Public Health Clinic.
- Abortion - Prior authorization is not required unless inpatient hospitalization for the performance of the abortion is requested.
- Gynecology (OB/GYN) - Members may self-refer to any contracted OB/GYN specialist.
- Emergency Care/ Urgent Care
- HIV Testing and STD Services
- Cancer Screening



The Prior Authorization Form and supporting documentation may be required for KFHC tracking purposes.

Obtaining a Second Opinion

***All requests for second opinions are reviewed by the medical director**

Requests for second opinions may be initiated by the Member or Provider and should document the initial opinion and the person requesting the second opinion. All requests for second opinions are reviewed by the KFHC Chief Medical Officer or their designee. Authorization or denial of the second opinion is accomplished within 72 hours of KFHC's receipt of the request.

For more information see KHS Policy and Procedure: 3.05, 3.09, and 3.22

<https://www.kernfamilyhealthcare.com/providers/policies-and-procedures/>

California Children Services (CCS)

Once member is accepted by the CCS program, KFHC Case Management continues to work with CCS to coordinate care.

Referral submission completed by provider to notify KFHC of potential CCS condition

CCS is a statewide program managed by the Department of Health Care Services (DHCS) and is administered in Kern County by the Kern County Public Health Services Department. The CCS program requires authorization for health care services related to children under the age of 21 with a CCS-eligible medical condition. These services are not covered by KFHC therefore KFHC does not give prior authorization for payment of services related to CCS eligible conditions. Authorization for such services must be received from the CCS program.

CCS eligible conditions are those physically handicapped conditions defined in Title 22, California Code of Regulations (CCR) §41515.1. The following are examples of CCS-eligible conditions include, but are not limited to:

- Cystic fibrosis
- Hemophilia
- Cerebral palsy
- Heart disease
- Cancer
- Traumatic injuries
- Infectious diseases producing major sequelae

For an overview of the CCS program, please visit the California Department of Health Care Services (DHCS) website by clicking here: [California Children's Services](#), or the local office visit the Kern County Public Health Services Department website by clicking here: [Kern County CCS](#)

Providers are responsible for identifying members with CCS eligible conditions and for making prompt referrals of such members to the local CCS program and to KFHC. Providers must notify the KFHC Utilization Management Department of members with a potential CCS condition via an authorization which can be submitted on the KFHC provider portal

<https://provider.kernfamilyhealthcare.com/v3app/publicservice/login1/login.aspx?bc=1215a844-d81f-4be0-ac1c-92dd137dd90c&serviceid=05411915-5bc6-4527-97a6-45b09eeebde3>

Referrals to CCS are also accepted from any source, health professionals, parents, legal guardians, school nurses, KFHC, etc. Members may also self-refer. Once a member is accepted by the CCS program, KFHC Case Management continues to work with CCS to coordinate care. CCS referrals are tracked by the KFHC UM Department to ensure follow through of services to members.

CCS Referral Process

Referral of CCS eligible conditions by a KFHC contracted Provider involves notification of both CCS and KFHC. Referrals to the local CCS program may be initiated via telephone, same-day mail, or fax to:

California Children's Services
1800 Mt. Vernon Avenue, 2nd Floor
Bakersfield, CA 93306-3302

Phone: 661-321-3000

Fax: 661-868-0268

The initial referral should be followed by submission of supporting medical documentation sufficient to allow for eligibility determination by the CCS Program.

For more information see KHS Policy and Procedure: 3.16

<https://www.kernfamilyhealthcare.com/providers/policies-and-procedures/>

Emergency and Urgent Care Services Policy 3.31-P

Emergency services **do not** require prior authorization. Emergency services are covered services required by a member as the result of a medical condition that manifests as the onset

of symptoms (including pain) so severe that a prudent layperson would expect the absence of immediate medical attention to:

- Place the health of the member in serious jeopardy.
- Cause serious impairment to bodily functions.
- Cause serious dysfunction of any bodily organ or part.
- Induce an “active labor” in a pregnant woman requiring emergency delivery to avoid threat to the health and safety of either mother or child.

The KHS Chief Medical Officer or a designee is available 24 hours/day, 7 days/week by contacting 1-800-391-2000, to coordinate the transfer of care of a member whose emergency condition is stabilized, to authorize medically necessary post-stabilization services and for general communication with emergency room personnel.

Emergency Departments must contact KHS Quality Management Department, Utilization Management Department, or Provider Relations Representative to report any system and/or protocol failures and process for ensuring corrective action is taken.

Post Stabilization Care

When the treating physician believes additional health care services are needed before a member can be safely discharged or transferred after stabilization of an emergency condition, the treating physician should contact our UM Department as soon as possible to request prior authorization. KHS will respond within 30 minutes of receiving the request for a pre-approval for post stabilization/maintenance medical care; if no response is received, the physician may deem the request to be pre-approved/authorized.

KFHC covers all medically necessary, approved health care services to maintain the member’s stabilized condition until the member is discharged or transferred.

Recuperative Care Services

The recuperative care benefit is a short-term patient recovery facility where members can temporarily stay after being discharged from the hospital. The following items are covered when they are medically necessary and meet KFHC prior authorization of coverage and utilization review requirements:

- Lodging accommodations and meals
- Transportation for follow-up appointments
- Onsite nursing services
- Social Services referrals

Urgent Care Services

Urgent care services **do not** require prior authorization. Urgently needed services are covered services provided when the member is temporarily absent from a service area or when, as a result of an unforeseen illness or injury, medical services are required without delay and the services could not be obtained reasonably through a normal appointment with a contracted provider. Contracted Urgent Care facilities can be found in the KFHC Provider Directory or by using the Find a Provider search tool on our website, www.kernfamilyhealthcare.com.

Advice Nurse Line

Members can call the KFHC Advice Nurse Line at (661) 632-1590 or 1-800-391-2000 to get medical advice via telephone when their doctor's office is closed or can't be reached.

Community Based Adult Services (CBAS)

The primary objectives of the program are to restore or maintain optimal capacity for self-care to frail elderly persons or adults with disabilities, age 18 or older; and delay or prevent inappropriate or personally undesirable institutionalization as well as foster a partnership with the participant, the family and/or caregiver, the primary care physician, and the community in working toward maintaining personal independence.

Each participant shall receive ALL of the following basic CBAS benefits as bundled services on each day of attendance at the CBAS center:

- a) Professional nursing services;
- b) Social Services and/or personal care services;
- c) Family and/or caregiver training and support
- d) Therapeutic activities; and
- e) One meal offered daily.

Mental Health Services

KFHC will cover outpatient mental health services that are within the scope of practice of Primary Care Providers or when performed for mild to moderate mental health conditions on an outpatient basis by a licensed mental health provider. Members who need specialty mental health services are referred to and are provided mental health services by an appropriate Medical Fee-For-Service (FFS) mental health provider or the Kern County Behavioral and Recovery Services (KCBRS) for Serious Emotional Disturbances.

Mental Health Parity

The KFHC Utilization Management Department (UM) collaborates with the KCBRS in the delivery of mental and physical health services to KFHC members. KFHC's UM Program does not impose Quantitative Treatment Limitations (QTL), or Non-Quantitative Treatment Limitations (NQTL) more stringently on covered mental health and substance use disorder services than are imposed on medical/surgical services in accordance with the parity in mental health and substance use disorder requirements.

Mental Health Benefits

PCP's will identify the need for a mental health screening and refer to a specialist within the contracted network. Upon assessment, the mental health specialist can assess the mental health disorder and the level of impairment and refer members that meet medical necessity criteria to the Mental Health Plan (MHP) for a Specialty Mental Health Services (SMHS) assessment. When a member's condition improves under SMHS and the mental health providers in the plan and the County System of care coordinate care, the member may return to the mental health provider within the KFHC network.

All eligible Medi-Cal HMO Members with a mental health diagnosis and with mild or moderate impairment receive the following mental health benefits administered through KFHC:

1. Individual and group mental health evaluation and treatment (psychotherapy)
2. Family Therapy
3. Psychological testing when clinically indicated to evaluate a mental health condition
4. Psychiatric consultation
5. Outpatient services for the purposes of monitoring drug therapy
6. Outpatient laboratory, supplies, and supplements

For more information see KHS Policy and Procedure: 3.14

<https://www.kernfamilyhealthcare.com/providers/policies-and-procedures/>

Behavioral Health

BHT/BIS are defined as professional services and treatment programs, including but not limited to Applied Behavioral Analysis (ABA) and other evidence-based behavior intervention programs that develop or restore, to the maximum extent practicable, the functioning of an individual with or without the diagnosis of Autism Spectrum Disorder.

The Centers for Medicare and Medicaid Services (CMS) requires that all children receive EPSDT screenings designed to identify health and developmental issues as early as possible. All children enrolled in Medi-Cal must be screened at regular intervals per recommendations for preventive pediatric health care developed by the American Academy of Pediatrics "Bright

Futures” guidelines. When a screening examination indicates the need for further evaluation of a child’s health, the child must be appropriately referred for medically necessary diagnosis and treatment without delay.

To be eligible for BHT/BIS, the member must meet all of the following coverage criteria:

1. Be under 21 years of age.
2. Have a recommendation from a licensed physician and surgeon or a licensed psychologist that evidence-based BHT/BIS is medically necessary.
3. Be medically stable.
4. Be without a need for 24-hour medical/nursing monitoring or procedures provided in a hospital or intermediate care facility for persons with intellectual disabilities (ICF/ID).

KFHC is responsible for coordinating the provision of services with the other entities to ensure that KFHC and the other entities are not providing duplicative services.

Behavioral Treatment Plan

BHT/BIS is provided under a behavioral treatment plan that has measurable goals over a specific timeline for the particular member being treated, and that has been developed by a BHT/BIS Provider. The behavioral treatment plan must be reviewed, revised, and/or modified no less than once every six months by a BHT/BIS Provider. The behavioral treatment plan may be adjusted if medically necessary. BHT/BIS may be discontinued when the treatment goals are achieved, goals are not met, or services are no longer medically necessary.

For more information see KHS Policy and Procedure: 3.72

<https://www.kernfamilyhealthcare.com/providers/policies-and-procedures/>

ENHANCED CARE MANAGEMENT

The Department of Health Care Services (DHCS), released APL 21-012 on September 15, 2021, for Enhanced Care Management (ECM) Requirements, along with the ECM Program Guide. KFHC Enhanced Care Management, is a physician-led intensive case management program that uses an interdisciplinary team to address the member’s physical, behavioral and social needs. This team includes a Provider, Case Manager, Care Coordinator, Pharmacist, and other support staff. Members who enroll in ECM retain their PCP and the ECM Care Team communicates with the PCP regarding the Member throughout their enrollment. ECM is a free and voluntary benefit that is available to eligible KFHC members.

Member Eligibility

Member eligibility is determined by the Department of Health Care Services (DHCS) as follows:

A. Adults experiencing homelessness

- Lacking adequate nighttime residence
- Living in a shelter
- Imminently losing housing in next 30 days
- Victims fleeing domestic violence

B. Adult High Utilizers: Adults who have been admitted to the hospital three (3) or more times in the past six (6) months or have visited the Emergency Department five (5) or more times in the past six (6) months

C. Adults with SMI/SUD: Adults experiencing a serious mental illness or suffering from a substance use disorder.

- The individual is receiving services through County Specialty Mental Health or Drug Medi-Cal and meets one (1) or more of the following:
 - Uses the emergency department, urgent care, or inpatient hospital as sole source of care
 - Is at high risk of hospital or skilled nursing facility admission, overdose, and/or suicide
 - Had two (2) or more emergency department visits, or two (2) or more hospitalizations due to SMI or SUD in past 12 months
 - Is pregnant or is less than 12 months post-partum

D. Adults who are transitioning from incarceration:

- The individual transitioned from incarceration within the last 12 months and has at least one (1) of the following:
 - Chronic mental illness
 - Substance use disorder
 - Chronic disease
 - Intellectual or developmental disability
 - Traumatic brain injury
 - HIV
 - Pregnancy

ECM eligibility will expand to include the following Populations of Focus in 2023:

E. Adults eligible for long-term care that would like to remain in the community instead of a long-term care facility

F. Adults currently residing in a long-term care facility that would like to transition to the community

G. Children transitioning from incarceration

H. Children experiencing homelessness

I. Children who have been admitted to the hospital three (3) or more times in the past six (6) months or have visited the Emergency Department five (5) or more times in the past six (6) months

J. Children already getting services through California Children's Services (CCS) but has additional needs beyond their CCS condition

K. Children that is or has a history being part of a child welfare program or foster care

Providers can refer potentially eligible Members by submitting an ECM referral through the Provider Portal. Members and their families can also self-refer by calling Kern Family Health Care. Members referred for ECM will be evaluated to determine if eligibility criteria are met.

Eligible Members are authorized to receive the ECM benefit for 12 months. Prior to the end of the authorization Members are evaluated to assess if the Member should be reauthorized or transition to another case management program or other service.

ECM Core Services

There are seven core services provided in Enhanced Care Management which include:

- Outreach and Engagement – Contacting eligible members to enroll in ECM
- Comprehensive Assessment and Care Management Plan – Developing and updating an individualized Care Management Plan to guide each member with needed services and care.
- Enhanced Coordination of Care – Implementation of the members Care Management Plan with coordinating care and connection for health and community services.
- Comprehensive Transitional Care – Facilitating care transitions between the hospital, nursing homes, other treatment facilities additional criteria and home.
- Coordination and Referral to Community and Social Support Services– Determining needs and coordinating referrals to address Social Determinants of Health
- Health Promotion – Educating patients about and supporting them in health behaviors.
- Member and Family Support - Supporting the self-management and decision-making efforts of patients and their family or support team.

If you would like more information regarding Enhanced Care Management, you can call KHS at 1-800-391-20001 or go to DHCS [Enhanced Care Management and In Lieu of Services](http://www.dhcs.ca.gov/Pages/ECMandILOS.aspx) (www.dhcs.ca.gov/Pages/ECMandILOS.aspx).

EPSDT

Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)

For members under age 21, KHS will provide a more robust range of medically necessary services than they do for adults that include standards set forth in federal and state law. This includes the contractual obligation to provide the EPSDT benefit in accordance with the AAP/Bright Futures periodicity schedule.

Early and periodic screening, diagnostic and treatment (EPSDT) services.

- Children under 21 years old are covered for well-child visits. Well-child visits are a comprehensive set of preventive, screening, diagnostic, and treatment services.
- KHS will make appointments and provide transportation to help children get the care they need.
- Preventive care can be regular health check-ups and screenings to help find problems early. Regular check-ups identify any issues with medical, dental, vision, hearing, mental health, and any substance use disorders. KHS covers screening services any time there is a need for them, even if it is not during a regular check-up. KHS must make sure that all children enrolled get needed shots at the time of any health care visit.
- When a problem is found during a check-up or screening, KHS covers the care that is medically necessary to correct or help any physical or mental health issues. All of these services are at no cost to members and include:
 - Doctor, nurse practitioner, and hospital care
 - Immunizations
 - Lead screening
 - Physical, speech/language, and occupational therapies
 - Home health services, which could be medical equipment, supplies, and appliances
 - Treatment and rehabilitative services for mental health and substance use disorders
 - Treatment for vision, hearing, and dental issues and disorders, which could be eyeglasses, hearing aids, and orthodontics

- Behavioral Health Treatment for autism spectrum disorders and other developmental disabilities
- Case management, targeted case management, and health education

A service need not cure a condition in order to be covered under EPSDT. Services that maintain or improve the child's current health condition are also covered under EPSDT because they "ameliorate" a condition. Maintenance services are defined as services that sustain or support rather than those that cure or improve health problems. Services are covered when they prevent a condition from worsening or prevent development of additional health problems. The common definition of "ameliorate" is to "make more tolerable." Additional services must be provided if determined to be medically necessary for an individual child.

Topical Fluoride Varnish

Fluoride varnish is a form of topical fluoride that is more effective in preventing tooth decay than other forms of topical fluoride, and more practical and safer to use with young children. As part of a CHDP Health Assessment, a CHDP provider is required to conduct an oral exam, which may include a fluoride varnish application.

Fluoride varnish training information is available to network providers and their staff through the KHS website:

<https://www.kernfamilyhealthcare.com/providers/provider-resources/>

Instructions include:

1. How to obtain Fluoride Varnish supplies
2. Fluoride varnish application and periodic dental assessments
3. Parental anticipatory guidance
4. Referring children to a dentist for a dental examination and care at one year of age per CHDP guidelines
5. Coordination of member care with dental professionals

Once the 45-minute training is completed, CHDP will provide some initial start-up materials to the provider and issue a certificate of completion.

Blood Lead Screening

Federal law requires children to be screened for elevated blood levels (BLLs) as part of required prevention services offered through the Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) Program.

The California Department of Public Health's California Childhood Lead Poisoning Prevention Branch (CLPPB) issues guidance for all California providers pursuant to these regulations and required blood lead standards of care.

Guidelines are as follows:

- 1) Provide oral or written anticipatory guidance to the parent(s) or guardian(s) of a child that at a minimum, includes information that children can be harmed by exposure to lead. This anticipatory guidance must be performed at each periodic health assessment, starting at 6 months of age and continuing until 72 months of age.
- 2) Perform BLL testing on all children in accordance with the following:
 - a) At 12 months and at 24 months of age.
 - b) When the health care provider performing a periodic health assessment becomes aware that a child 12 to 24 months of age has no documented evidence of BLL test results taken at 12 months of age or thereafter.
 - c) When the health care provider performing a periodic health assessment becomes aware that a child 24 to 72 months of age has no documented evidence of BLL test results taken when the child was 24 months of age or thereafter.
 - d) Whenever the health care provider performing a periodic health assessment of a child 12 to 72 months of age becomes aware that a change in circumstances has placed the child at increased risk of lead poisoning, in the professional judgement of the provider.
 - e) When requested by the parent or guardian.
 - f) The health care provider is not required to perform BLL testing if:
 - i) A parent or guardian of the child, or other person with legal authority to withhold consent, refuses to consent to the screening.
 - ii) If in the professional judgement of the provider, the risk of screening poses a greater risk to the child's health than the risk of lead poisoning.

- iii) Providers must document the reasons for not screening in the child's medical record.

Documentation must be included in the member's medical record indicating the reason for not performing the blood lead screening.

Screenings may be conducted using either the capillary (finger stick) or venous blood sampling methods; however, the venous method is preferred because it is more accurate and less prone to contamination. All blood lead screenings should be billed using appropriate and current CPT coding. Additional resources:

<https://www.cdph.ca.gov/Programs/CCDPHP/DEODC/CLPPB/Pages/prov.aspx>

For further information on EPSDT services, please see Policy 3.13-P located on the KFHC website:

<https://www.kernfamilyhealthcare.com/providers/policies-and-procedures/>

SECTION 5: CLAIMS SUBMISSION

Electronic Claims Submission required

KHS acceptable Clearing House:

Office Ally Payer ID: 77039	Change Healthcare (Emdeon, Relay Health) Payer ID: 77039
SSI Payer ID: 77039	Cognizant Professional Payer ID: KERNH Institutional Payer ID: UERNH

There are 4 exceptions that will be accepted via paper submission:

1. Any claim requiring the PM330 (Sterilization Consent Form) to be attached. (PM330 must be attached)
2. Any claim where contract requires invoice pricing. (Invoice must be attached)
3. Prior KHS claim submission resulted in an EOB where KHS requested documentation to be provided. (Request from KHS or EOB requesting documentation must be attached)
4. Claims with a California Children's Services (CCS) Notice of Action (NOA) which show CCS has denied the case for coverage by CCS

Note: For these claims, a standard CMS/UB04 Red and White claim form must be used.

For the 4 exceptions identified above, claims must be mailed to:

Kern Family Health Care
PO Box 85000
Bakersfield, CA 93380

Any paper claim submissions that do not meet one of the four exceptions above will be rejected and returned to you with instructions to submit electronically.

Claims must be submitted within 180 days from date of service.

COB (Coordination of Benefit) claims must be submitted within 90 days of primary insurance EOB (Explanation of Benefit) issue date (with the exception of Medicare – Medicare will forward any secondary claims directly to KFHC. These are called Crossover claims.)

Corrected claims submission: 45 days from original paid claim date or denial date.

Disputes: 365 days (must be submitted via Provider Claims Dispute Resolution Request Form which can be located on the KHS website)

Claim Requirements

The KFHC claims editing software program ensures all claims received comply with Medi-Cal billing guidelines. Claims submitted incorrectly will be denied. Providers must ensure their billing processes are following KHS guidelines. The Medi-Cal Provider Manual is available online at www.medi-cal.ca.gov.

Claims Submissions

Important Billing Tips

- Before filing a claim, be sure to verify the Member's eligibility.
- Be sure covered services requiring prior authorization have received prior authorization. A list of Prior Authorization Status for CPT Codes is available at www.kernfamilyhealthcare.com
- File claims within the required timely filing requirements.
- Avoid using members Social Security Numbers (SSN) on claims.
- Use Member Client Identification Number (CIN) or the Member ID Number.
- Hospitals, long term care facilities, licensed primary care clinics and emergency medical transportation are excluded from the SSN billing restriction. However, these excluded entities are required to make a good faith effort to obtain the member's CIN information for billing purposes.
- A valid 10-digit NPI must be entered in the billing provider field on the paper claim form or electronic claim submission.
- National Drug Code (NDC) numbers are required for certain medical supplies.
- All diagnosis codes are to be submitted to the highest level of specificity, regardless of level used on the authorization.

Our vendors for electronic claims submission are Change Healthcare, Cognizant, Office Ally, and SSI Group. Information on where to file claims is indicated below:

Electronic Claims	Paper Claims for Exceptions Identified Above KFHC	Claims Disputes
Clearinghouses include: <ul style="list-style-type: none"> • Change Healthcare • Office Ally • SSI Group <i>Payer ID: 77039</i> <ul style="list-style-type: none"> • Cognizant <i>Professional Payer ID: KERNH</i> <i>Institutional Payer ID: UERNH</i>	Attn: Claims Department Kern Family Health Care PO Box 85000 Bakersfield, CA 93380 *Do not hand-deliver or mail claims to the KFHC physical address.	Attn: Claims Department Kern Family Health Care 2900 Buck Owens Boulevard Bakersfield, Ca 93308 * Must be submitted using a Provider Claims Dispute Request Form: https://res.cloudinary.com/dpmykpsih/image/upload/kern-site-353/media/34647b39956c47ccac2662c59ce6dbc6/claims-dispute-form.pdf

Coordination of Benefits (COB)

State and federal laws require Providers to bill other health insurers prior to billing KFHC. Providers should attempt to be reimbursed for services from any other health insurance program for which the patient is eligible (including Medicare) before submitting a claim to KFHC. Upon receipt of a denial or partial payment from the Members other health insurance, the Provider should submit the claim along with documentation of denial or payment from the primary carrier.

For COB claims, enter the COB information into the Electronic claim submission. If you are unsure how to enter, the clearinghouse will be able to direct you as to where to place the COB information. Electronic submission of EOBS and other attachments are not necessary and not being accepted at this time.

Corrected Claims

- Do use Resubmission code 7 in box 22 (CMS1500) or code 0XX7 (XX being the correct type of bill for your facility) in box 4 (UB04) to identify a corrected claim
- Do send corrected claims electronically unless one of the exceptions listed above on page 42.

- Do include the claim number of the claim you are correcting in box 19 (CMS1500) or (Original claim or if submitted more than once, the last claim with payments on it.) **Note, each claim number can only be used once to correct.** Example: If you are splitting a billing from the original due to date differences or contract requirements, one claim should be sent as a correction and the other should be sent as a new claim.)
- Do include all services that were performed (whether billed or paid previously), as the corrected submission will negate previous claim in its entirety.
- **Do not submit corrected claims as disputes.** They will be returned to you. Disputes follow the current process and are required to be mailed to the address indicated above.

If you are unsure how to provide the resubmission/frequency code or original claim number electronically, please contact your clearinghouse and they will direct you. Please find additional information below which identifies where KHS needs to receive the information electronically:

Resubmission frequency code:

Loop 2300, Segment CLM, Data Element 05, Composite 01 (CLM0501)

Reference for original claim number:

Loop 2300, Segment REF, Data Element 01 = F8, Data Element 02 = <Original KHS claim Id or if more than 1 - most recent KHS claim Id where paid>

Reporting Provider-Preventable Conditions (PPC)

Provider Preventable Conditions (PPCs) are either Health Care-Acquired Conditions (HCACs) or Other Provider-Preventable Conditions (OPPCs) as defined under Title 42 of the Code of Federal Regulations (CFR) sections 438.3(g), 434.6(a)(12)(i), and 447.26447.26. Providers must report PPCs to the Department of Health Care Services (DHCS) via the PPC secure online portal. Providers are also required to send KFHC a copy of PPCs submitted to DHCS. Providers must comply with HIPAA and any other relevant privacy laws to ensure the confidentiality of beneficiary information. KFHC will not reimburse providers for PPC-related health care services.


For more information visit http://www.dhcs.ca.gov/individuals/Pages/Al_PPC.aspx

Providers can send copies of their PPC submissions by mail, fax or by secure email to:

Kern Health Systems
 PO Box 85000
 Bakersfield, Ca 93380
 Attn: Compliance Director
 Fax: (661) 664-5420
PPCreports@khs-net.com

Sample CMS 1500 Format

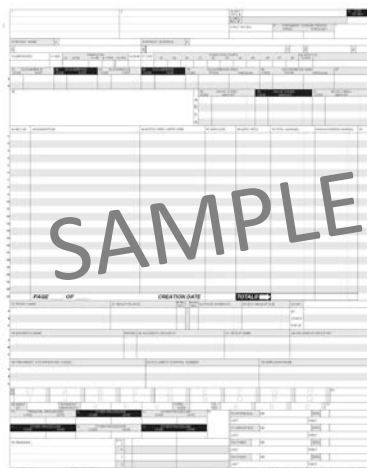
The CMS 1500 format should be used by physicians, laboratories, and allied health professionals to submit claims for medical services. Durable medical equipment and blood products should also be billed using this format. Pharmacies may also use this form to bill for supplies not billable through the on-line pharmacy claims processing service. Providers should follow the Medi-Cal instructions for completing the CMS 1500 Form, located on the www.cms.gov website.



The image shows a sample of the CMS 1500 Health Insurance Claim Form. The form is titled "HEALTH INSURANCE CLAIM FORM" and includes various sections for patient information, insurance details, and provider information. A large "SAMPLE" watermark is overlaid on the form. The form is divided into several main sections: 1. PATIENT AND INSURED INFORMATION (top right), 2. PATIENT INFORMATION (top left), 3. INSURANCE INFORMATION (middle left), 4. REFERENCE INFORMATION (middle right), 5. SERVICE INFORMATION (bottom left), and 6. BILLER INFORMATION (bottom right). The form includes fields for patient name, address, city, state, zip, phone, date of birth, sex, medical ID number, mother's name for newborn, insurance carrier code, and various codes for services and charges. It also includes a section for additional justification and a section for patient account information.

Sample UB-04 (CMS-1450) Format

The UB-04 (CMS 1450) format should be used to submit claims for inpatient Hospital accommodations and ancillary charges and for hospital outpatient services, Ambulatory Surgery Centers, Skilled Nursing Facilities, and Home Health Care agencies. Providers should follow the Medi-Cal instructions for completing the UB-04 (CMS 1450) Form, located on the www.cms.gov website.



The image shows a sample of the UB-04 (CMS-1450) Hospital Outpatient Service Claim Form. The form is titled "UB-04 (CMS-1450) Hospital Outpatient Service Claim Form" and includes various sections for patient information, insurance details, and provider information. A large "SAMPLE" watermark is overlaid on the form. The form is divided into several main sections: 1. PATIENT INFORMATION (top left), 2. INSURANCE INFORMATION (top right), 3. SERVICE INFORMATION (middle left), 4. BILLER INFORMATION (middle right), and 5. ADDITIONAL INFORMATION (bottom). The form includes fields for patient name, address, city, state, zip, phone, date of birth, sex, medical ID number, insurance carrier code, and various codes for services and charges. It also includes a section for additional justification and a section for patient account information.

Claims for Contracted Providers

In order to receive full compensation, contracted providers should submit to a complete, electronic bill for all covered services rendered within **one hundred and eighty (180) calendar days** following the provision of the covered services.

Claims received after **180 calendar days** following the provision of the covered services are denied with the following exceptions:

- A. Other Primary Insurance: Claims submitted within 90 calendar days of the date of the primary carrier's Explanation of Benefits (EOB).
- B. California Children's Services: Claims must be submitted within 90 calendar days of the CCS denial letter.

Claims Payment or Denial Timeframes

KFHC will reimburse 90% of clean claims from providers who are in individual or group practices or who practice in shared health facilities, within 30 calendar days of the date of receipt. KFHC will reimburse each completed claim, or portion thereof, as soon as possible, but no later than 45 working days after the date of receipt of the complete claim. In accordance with State regulations, interest will be paid on clean claims not paid within 45 working days of receipt.

Claims Reimbursement

Claims for Providers will be reimbursed according to the terms specified in the Provider's Agreement. Claims for non-contracted providers will be adjudicated primarily in accordance with Medi-Cal guidelines and fee schedules. When no fee schedule exists, KFHC reasonable and customary rates will apply.

Claims Overpayment

When recovery for an overpayment is pursued, KFHC sends a refund request letter to the provider. Within thirty (30) working days of receipt of the letter, the Provider must submit to KFHC either a complete refund of the overpayment, permission to deduct from future claims or, a provider dispute indicating why the provider disagrees with the overpayment identification.

KFHC shall require providers to report to KFHC when it has discovered it has received an overpayment, to return the overpayment to KFHC within sixty (60) calendar days after the

date on which the overpayment was identified, and to notify KFHC in writing of the reason for the overpayment.

Providers shall submit the overpayment and written reason to the KFHC Claims Department at the following address:

Claims Department
Kern Health Systems
PO Box 85000
Bakersfield, CA 93380

Claims Payment Disputes

A contracted or non-contracted provider dispute is a provider's written notice challenging, appealing, or requesting reconsideration of a claim that has been denied, adjusted, or contested or seeking resolution of a billing determination or other contract dispute or disputing a request for reimbursement of an overpayment of a claim. Disputes are required by law to be **very specific** as to what the provider feels was processed incorrectly and **specifically** how the claim should have been resolved.

Disputes must be submitted within 365 calendar days of the date of KFHC' action, or in the case of inaction, 365 calendar days after the time for contesting/denying claims has expired. Disputes that are returned for additional information must be resubmitted to KFHC within 30 working days of the date of receipt.

Disputes should be mailed to the following address:

Claims Department
Kern Family Health Care
2900 Buck Owens Boulevard
Bakersfield, Ca 93308

An acknowledgement letter is submitted to the Provider within **15 working days** of the receipt date and resolved within **45 working days** of the receipt date of the dispute. Providers can make inquiries regarding disputes by calling the KFHC Claims Department.



Prior to submitting a claims dispute, KFHC encourages Providers to call the KFHC Claims Department to discuss the claim at 661-632-1590 (Bakersfield), 1-800-391-2000 (outside of Bakersfield), dial 5 to bypass other queues. Many times we can resolve the issue without the need of a claims dispute, saving both the Provider and KFHC time and effort.

For further instructions on how to submit a Provider Claims Dispute Resolution Request, please see Policy 13.05-P located on the KFHC website, www.kernfamilyhealthcare.com.

Sample Provider Claims Dispute Resolution Request Form

Claims Disputes must contain the information highlighted below. Disputes that do not contain all the necessary information are returned to the Provider. Supporting documentation must also accompany all disputes. Visit www.kernfamilyhealthcare.com to download the Provider Claims Dispute Form.

KERN HEALTH SYSTEMS – KERN FAMILY HEALTHCARE
PROVIDER CLAIMS DISPUTE RESOLUTION REQUEST
NOTE: SUBMISSION OF THIS FORM CONSTITUTES AGREEMENT NOT TO BILL THE PATIENT

INSTRUCTIONS

- Please complete the below form. Fields with an asterisk (*) are required.
- Be specific when completing the DESCRIPTION OF DISPUTE and EXPECTED OUTCOME.
- Provide additional information to support the description of the dispute.
- Mail the completed form to: Claims Department – Kern Family Health Care
 2500 Buck Owens Boulevard
 Bakersfield, CA 93308-6319

*PROVIDER NAME:		*PROVIDER TAX ID # / NPI #:	
PROVIDER ADDRESS:			
PROVIDER TYPE: <input type="checkbox"/> MD <input type="checkbox"/> Mental Health <input type="checkbox"/> Hospital <input type="checkbox"/> ASC <input type="checkbox"/> SNF <input type="checkbox"/> DME <input type="checkbox"/> Rehab <input type="checkbox"/> Home Health <input type="checkbox"/> Ambulance <input type="checkbox"/> Other _____ (please specify type of "other")			
* CLAIM INFORMATION: <input type="checkbox"/> Single <input type="checkbox"/> Multiple "LIKE" Claims (complete attached spreadsheet) Number of claims: _____			
* Patient Name:		Date of Birth:	
* Health Plan ID Number:	Ident. Card # Number:	* Original Claim Doc. Number: (if multiple please list)	Number: (if multiple please list)
* Service "From/To" Date:	Original Claim Amount Billed:	Original Claim Amount Paid:	
DISPUTE TYPE: First Level: _____ Second Level: _____ <input type="checkbox"/> Claim <input type="checkbox"/> Seeking Resolution <input type="checkbox"/> A Billing Determination <input type="checkbox"/> Appeal of Medical Necessity / Utilization Management Decision <input type="checkbox"/> Request for Reimbursement Of Overpayment			
* DESCRIPTION OF DISPUTE (must include a clear explanation of the basis upon which you believe KHSH action is incorrect):			
EXPECTED OUTCOME:			
*Contact Name (please print):		Title:	Phone Number:
Signature:		Date:	Fax Number:

If you have not received a response to this dispute within 46 working days, please call the Claims Department:
 (800) 391-2000.

For more information see KHS Policy and Procedure:

6.01 Claims Submission and Reimbursement

6.08 Coordination of Benefits

<https://www.kernfamilyhealthcare.com/providers/policies-and-procedures/>

SECTION 6: PAYSPAN

KFHC utilizes a third-party vendor, PaySpan, to process all payments and remittance advice. You have the option through PaySpan to receive a paper check or an electronic funds transfer. All EOP's are electronic and are only available through PaySpan.

The first payment that you receive from KHS will include instructions on how to register with PaySpan. If you have any questions, please contact PaySpan at **1-877-331-7154**.

Providers can access the PaySpan website through the KHS Provider Portal. After logging in to the KHS Provider Portal, click on the Claims tab and scroll to the bottom to locate the PaySpan link.

SECTION 7: ACCESSIBILITY STANDARDS – TIMELY ACCESS

Appointment Waiting Time and Scheduling

KFHC adheres to patient care access and availability standards as required by the Department of Health Care Services (DHCS) and the Department of Managed Health Care (DMHC). These standards are to ensure Medi-Cal beneficiaries are offered appointments for care within a time period appropriate for their condition. Members must be offered appointments within the following timeframes:

Type of Appointment	Time Standard
Urgent care appointment for services that <u>do not</u> require prior authorization	Within 48 hours of a request
Urgent appointment for services that <u>do</u> require prior authorization	Within 96 hours of a request
Non-urgent primary care appointment	Within 10 business days of a request
Non-urgent appointment with a specialist	Within 15 business days of a request
Non-urgent appointment with a mental healthcare provider	Must offer the appointment within 10 business days of request
Non-urgent appointment for ancillary services for the diagnosis or treatment of injury, illness, or other health condition	Within 15 business days of a request
Pediatric CHDP Physicals	Within 2 weeks upon request
First pre-natal OB/GYN visit	The lesser of 10 business days or within 2 weeks upon request

Telephone Accessibility

Providers and administrative personnel must maintain a reasonable level of telephone accessibility to KFHC members. At minimum, the following response times are required:

Nature of Telephone Call	Response Time
Emergency medical or Kern County Mental Health Crisis Unit	Member should be instructed to call 9-1-1 or (661) 868-8000
Urgent medical	30 Minutes
Non-urgent medical	By close of following business day
Non-urgent mental health	By close of following business day
Administrative	By close of following business day

Provider offices must provide procedures to enable patient access to emergency services 24 hours per day, seven days per week. Patients must be able to call the office number for information regarding physician availability, on call provisions or emergency services. An answering machine or service must be made available after normal business hours with direction in non-emergency and emergency situations.

Office Waiting Time – Maximum

Service	Urgent	Routine
Primary Care Services (including OB/GYN)	1 hour	1 hour
Specialty Care Services	1 hour	1 hour
Diagnostic Testing	1 hour	1 hour
Mental Health Services	1 hour	1 hour
Ancillary Providers	1 hour	1 hour

Physicians are not held to the office waiting time standards for unscheduled non-emergent walk-in patients.

Appointment Rescheduling

When it is necessary for a provider or enrollee to reschedule an appointment, the appointment shall be promptly rescheduled in a manner that is appropriate for the enrollee's health care needs, and ensures continuity of care consistent with good professional practice and consistent with the objectives of KHS policy 4.30-P Accessibility Standards-Timely Access.

Monitoring Access Standards

KFHC will monitor all network Providers using the following sources to study and assure compliance with access standards:

- A. Quarterly Appointment Availability Survey
- B. Quarterly After-hours Call Survey
- C. Access Grievance Review
- D. Annual Appointment Availability Survey
- E. Provider and Member Satisfaction Survey

For more information see KHS Policy and Procedure: 4.30

<https://www.kernfamilyhealthcare.com/providers/policies-and-procedures/>

Telehealth Services

Telehealth is the practice of health care delivery, diagnosis, consultation, treatment, transfer of medical data, and education using interactive audio, video, or data communications.

Each telehealth provider must meet KHS credentialing standards including maintaining an active California medical license and enrollment in Medi-Cal program. Certain types of services cannot be appropriately delivered via telehealth. These include services that would otherwise require the in-person presence of the patient for any reason.

Telehealth services require:

- documentation of either verbal or written consent from the patient
- compliance with all state and federal laws regarding the confidentiality of health care information
- patient's rights to information
- the right to an in-person visit

For additional information please refer to the DHCS All Plan Letter 19-009: *Telehealth Services Policy*

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2019/APL19-009.pdf>

SECTION 8: Transportation

Transportation Services

KFHC has contracted with American Logistics Company (ALC), a national passenger transportation management company, who will manage the scheduling component of Non-Emergency Medical Transportation (NEMT) and Non-Medical Transportation (NMT) services. Transportation provided via ambulance and air will still require prior authorization through the current KFHC prior authorization process.

NMT (Non-Medical Transportation)

NMT services are a covered benefit for all KFHC eligible members to obtain medically necessary KFHC or Medi-Cal covered services. NMT does not include transport of the sick, injured, invalid, convalescent, infirm, or otherwise incapacitated members who require to be transported by ambulance. NMT services will be provided at the least costly method that meets the member's needs. Methods of NMT include:

- Mileage Reimbursement will be no less than the current Internal Revenue Service (IRS) rate for medical purposes (A family member, neighbor, etc. can provide transportation and be reimbursed by downloading the mileage reimbursement form located on the KHS website)
- Private Conveyance via Rideshare or Taxi (if available)
- Greyhound Transportation for long distance appointments where Rideshare is unavailable
- Public Transit Systems via bus pass

NEMT (Non-Emergency Medical Transportation)

NEMT includes transportation by ambulance, wheelchair vans, and gurney vans to or from KFHC covered services and can be used when:

- Medically needed
- Is requested by a treating physician
- A member cannot use a bus, taxi, car, or van to get to their appointment because they require assistance to travel

NEMT via gurney or wheelchair vans, prior authorization will not be required. Providers will be required to complete a Physician Certification Statement (PCS) form prior to the member receiving NEMT services.

Scheduling Transportation

Members and Providers can call our Transportation Department, Monday through Friday, from 7:00 am to 6:00 pm, at 661-632-1590 or 1-800-391-2000 and choose option #3. The Transportation Department is available 24 hours a day, 7 days a week for urgent or after-hours assistance.

For more information, see KHS Policy & Procedures: 3.25

<https://www.kernfamilyhealthcare.com/providers/policies-and-procedures/>

Receiving Trips

ALC will email or fax a schedule to the contracted transportation provider with a list of trips five days in advance. The provider must verify if they can accept all scheduled trips or communicate back to ALC regarding any trips which are unable to be accommodated. Please ensure eligibility is checked for every trip. ALC does verify eligibility prior to sending out weekly trip sheets; however, the eligibility does not provide information on other healthcare coverage (OHC) the member might have. Please check the Medi-Cal website to ensure the member does not have OHC.

Sample Physician Certification Statement (PCS) Form

The PCS form is available on the KFHC Provider Portal and on our website at

<https://www.kernfamilyhealthcare.com/providers/provider-resources/manuals-and-forms/>

Kern Family Health Care		PHYSICIAN CERTIFICATION STATEMENT (PCS) NON-EMERGENCY MEDICAL TRANSPORT	
Fax completed form to: 661-473-7631			
Please read the instructions before completing this form			
1. Transport/ Start Date:		This PCS form is for non-emergency medical transportation services and is effective for 12 months from the start/approval date for repetitive transports or for a single pre-scheduled or unscheduled transportation to medical services and/or a medical facility.	
2. Patient Information:			
First Name:	Middle Initial:	Last Name:	Date of Birth:
CR:	Member ID:	Preferred Language:	
Diagnosis:	Functional Limitation (must support prescribed modality):		
3. Non-Medical Transportation (NMT) does not require Referral Authorization			
NMT is public or private transportation. This benefit does not require PCS form submission. Members may call 1-800-391-2000 and press option #3 to request transportation assistance. Complete on behalf of the member, please choose ONE of these modalities.			
<input type="checkbox"/> Public/Private Transportation	Member has a transportation need with no medical or physical limitations and is able to use the public transit/bus system.	<input type="checkbox"/> Curb to Curb	Member has a transportation need, is able to walk short distances.
4. Non-Emergency Medical Transportation (NEMT) does not require Referral Authorization			
The following modalities are medically necessary and authorized with the completion of this form and DO NOT require KFHC review. Select ONE appropriate modality according to the patient's transportation need.			
a. Litter/Gurney		b. Wheelchair	
<input type="checkbox"/> Van	Member requires transport in a gurney and must remain in prone or supine position during transport.	<input type="checkbox"/> Van	For a member who: <ul style="list-style-type: none"> Require transport in a wheelchair OR Is incapable of sitting in public or private transportation for the duration of transport OR Requires assistance to and from their residence, the vehicle, and place of treatment.
5. Other NEMT Modalities that require Referral Authorization			
Ambulance and Air Transportation modalities DO require KFHC referral submission to Utilization Management for review. Follow the KHS Prior Authorization review process.			
CERTIFICATION:			
I certify that the above information is true and correct based on my evaluation of this patient. I represent that I have personal knowledge of the patient's condition at the time of completion of this certificate. I understand that non-emergency medical transportation is available to obtain Medi-Cal covered services when the patient's medical/physical condition does not allow them to travel by bus, passenger car, taxi/cab or other forms of public or private conveyance.			
Staff/Physician Name: (PRINT)		Date:	
Staff/Physician Signature:		NPI:	
Phone Number:		Fax Number:	

SECTION 9: CULTURAL & LINGUISTIC SERVICES

Kern Family Health Care (KFHC) will provide equal access to health services for Limited English Proficient (LEP), vision and hearing-impaired members by providing appropriate interpreter services.

The following Language assistance services are available at no cost to Members and Providers:

- 24/7 Over-the-phone interpreter support during medical appointments via Language Line
- Video Remote Interpreting (VRI) support for spoken languages and sign language via Language Line
- American Sign language interpreters via LifeSigns
- In-person interpreter support via KFHC or CommGap
- Services for the hearing or speech impaired via California Relay Services
- Member informing materials in alternative formats (i.e., large print, audio, and Braille)

Interpreter Access to Members

Interpreters must be made available upon request by face to face or via telephone with physicians, physician extenders, registered nurses, or other personnel who provide medical or health care advice to members. Interpreter services must be also be available at all pharmacy sites.

Discourage the Use of Family Members as Interpreters

Family members, friends, and especially minors are discouraged from performing interpretive services for KFHC Plan members. The use of family or friends may jeopardize the quality and/or accuracy of information that is relayed to the member and may also present a hardship if the family member or friend must deliver confidential information.

Telephone Interpreting Services

During KFHC Office Hours: Providers and Members may contact the KFHC Member Services Department for an interpreter that is on staff or a Member Services Representative will connect the Provider or Member with Language Line Solutions- an interpreting service available with over 240 language options.

After KFHC Office Hours: Providers and Members are connected to Language Line Solutions via the KFHC Advice Nurse Line which is available by calling (800) 391-2000. KFHC's telephone interpreter service is available 24-hours a day, 7 days a week.

In-person Interpreter Services

Members or providers may also request in-person interpreter services for a medical appointment. Providers can contact the KFHC Member Services Department to schedule an in-person interpreter. KFHC will send either a qualified KFHC interpreter or a qualified contracted interpreter to the provider's office. Future appointments, if necessary, should be scheduled to include a KFHC staff member/interpreter or contracted interpreter. It is advisable that providers contact KFHC's Member Services Department at least 7 business days in advance of an appointment to request an in-person interpreter.

After regular business hours, in-person interpreter services are provided by KFHC contracted Hospitals/Urgent Care Facilities from a pool of their employees that are identified as qualified interpreters.

Medical Record Documentation

All providers are required to document the member's language in the medical record. Requests or refusals for interpreter services by members must also be indicated in the member's medical record.

Provider Requirements

Providers are required to report their language capabilities as well as languages spoken by their staff. The information provided is included in the Provider Directory and the KFHC website to assist Members in selecting the best Provider for their needs.

Cultural & Linguistic Resources & Training

To assist KFHC Providers in better communicating with patients that are limited in their English proficiency (LEP), the following resources available on www.kernfamilyhealthcare.com.

- Training: "Effective Use of Interpreters" is available to all KFHC contracted providers
- Desktop displays: Language Line point to language ID display

- Better Communication, Better Care: Provider Tools to Care for Diverse Populations: The material tool kit was produced by a nation-wide team of health care professionals. The material will provide resources to address specific operational needs that often arise because of changing service requirements and legal mandates.
- Online Courses:
 HRSA: Effective Communication Tools for Healthcare Professionals
[Addressing Health Literacy, Cultural Competency, and Limited English Proficiency](#)

For more information or to schedule a training session, please contact Cynthia Cardona, Cultural & Linguistic Administrative & Support Supervisor at (661) 617-2498, cynthia.cardona@khs.net.com.

For more information see KHS Policy and Procedure: 11.22

<https://www.kernfamilyhealthcare.com/providers/policies-and-procedures/>

Cultural & Linguistic Provider Materials Visit www.kernfamilyhealthcare.com to download Cultural & Linguistics Resources for your office.



Cultural and linguistic services

Kern Health Systems' commitment is to provide quality healthcare to our culturally and linguistically diverse member population. To assist providers in better communicating with patients that are limited in their English proficiency (LEP), KHS Marketing/Cultural and Linguistics Services Department is making the following resources available to you:

- Booking display: Language Line print to language ID display
 - Better Communication, Better Care Provider Tools to Care for Diverse Populations: The material tool kit was produced by a nationwide team of healthcare professionals. The material will provide resources to address specific operational needs that often arise because of changing service requirements and legal mandates.
 - Labels: Tool for providers to document patient's language needs Preferred Language Labels (yellow) Use or removal of interpreter services (green)
 - Online Courses: HRSA Effect Communication Tools for Health Care Professionals: Addressing Health Literacy, Cultural Competency, and Limited English Proficiency
- If you need specifics of the resources mentioned above, please call Cynthia Cardona, Cultural & Linguistic Administrative and Support Supervisor at 661.617.2498.
- Point to language ID card
 - Provider tool kit.
 - Cultural Competency PowerPoint training
 - Preferred language labels.
 - Interpreter use label.
 - Video remote Provider training guide.

Contact us

2900 Buck Owen Blvd
 Lancaster, CA 93506
 Map and driving directions

661.661.0000
 Member Services
 800.391.2000
 661.632.1590

SECTION 10: PHARMACY SERVICES

Pharmacy services are covered under Medi-Cal RX.

Medi-Cal RX contact information:

Fax: 1-800-869-4325

Call: 1-800-977-2273

<https://medi-calrx.dhcs.ca.gov/home/>

SECTION 11: GRIEVANCE AND APPEAL PROCESS

KFHC responds promptly to complaints from either a Provider or a Member. The two types of formal complaints that may be submitted by or on behalf of a Member are: a Grievance and an Appeal.

A **Grievance** means a member's written or oral expression of dissatisfaction, regarding KFHC and/or a network Provider, including quality of care concerns and shall include a complaint, dispute, and request for reconsideration or appeal made by a Member or the member's representative. There is **no time frame or deadline** for a Member to file a grievance.

An **Appeal** pertains to an Adverse Benefit Determination, a formal request for KFHC to reconsider a determination (e.g., denial, deferral or modification of a decision about health care coverage). An appeal may be filed to request reconsideration of a proposed resolution of a reported grievance. The Member has 60 calendar days from the date on the Notice of Adverse Benefit Determination (NOA) to file an appeal.

Filing a Member Grievance or Appeal

A grievance from a Member or a member's representative may be submitted either in person, verbally or in writing in following ways:

- Online via KFHC website: kernfamilyhealthcare.com or Member Portal
- Contact Member Services at 661-632-1590 (Bakersfield), 1-800-391-2000 (outside of Bakersfield). Monday-Friday: 8:00 am-5:00 pm.
- By mail or in-person:

KFHC Member Services Department
2900 Buck Owen Blvd
Bakersfield, Ca 93308

Routine Grievances

If possible, the grievance is resolved over the phone before the close of the next business day. An acknowledgement is mailed to the member within five (5) calendar days of receipt of the grievance. The grievance is reviewed by the *Grievance Review Committee*, and a resolution is provided to the member within thirty (30) calendar days of receipt.

Urgent/Expedited Grievances

If a grievance qualifies as an “urgent grievance”, the Member is notified immediately of the classification and of their right to notify the Department of Managed Health Care (DMHC) of the grievance. Urgent Grievances are resolved within seventy-two (72) hours of receipt. In such cases KFHC will attempt to inform the Member as soon as possible. An acknowledgement is mailed to the Member within seventy-two (72) hours of receipt.

Grievances Filed in a Provider’s Office

If a Member requests to file a grievance in the provider’s office, the Provider must supply the member with a *Member Report of Complaint/Grievance* form and provide the following options:

- A. Member can call the KFHC Member Services Department at 661-632-1590 or 1-800-391-2000 from the Provider’s office to file a grievance verbally or for assistance regarding the complaint/grievance form.
- B. The Member may submit the grievance in writing using the *Member Report of Complaint/Grievance* form. Providers are required to make forms and assistance readily available in accordance with California Code of Regulations, Title 28 §1300.68 (b)(7). Providers are also required to email or fax the form to KFHC on the day of receipt to grievance@khs-net.com or send via fax to 661-664-4303. The forms are available in English and Spanish.

A member who files a grievance may not be discriminated against and cannot be disenrolled from the provider’s office or facility in retaliation of filing a grievance. As part of the KFHC investigation process, the provider is required to respond in writing to the complaint and provide medical records if applicable.

Provider Cooperation

Providers are contractually obligated to submit medical records and, if requested, a written response to the KFHC Grievance Coordinator within ten (10) business days of the date of their receipt of the request or if otherwise specified in the request. Providers who do not comply with contract requirements may be subject to disciplinary action.

Routine Member Appeal

All routine appeals are reviewed by the KFHC Grievance Review Committee and are resolved within 30 calendar days of receipt by the plan. An acknowledgement is mailed within five (5)

calendar days of receipt of the appeal. A Provider may submit an appeal in-writing on behalf of a Member with member's written consent. All pertinent supporting documentation must be provided to KFHC within the appeal. The Member or Provider, as appropriate, are notified in writing of the appeal resolution.

If the appeal is overturned and approved, KFHC must notify the member within seventy-two (72) hours from the date and time of the decision. A written notice will be mailed to the member, member's representative and/or provider. Unfavorable determinations are submitted to the member, member's representative and/or provider in writing with further rights, including the right to request a State Fair Hearing. Medi-Cal members are also advised of their right to seek assistance from the Ombudsman Program. Members have the right to request and receive continuation of benefits while the State Fair Hearing is pending and instructions on how to request continuation of benefits, including the timeframe in which the request shall be made must be included.

A member can request a State Fair Hearing by phone or mail:

By Phone: 1-800-952-5253 (TTD 1-800-952-8349)

By Mail: Complete form included with appeal resolution notice and mail to:
California Department of Social Services
State Hearings Division
PO Box 944243, Mail Station 09-17-37
Sacramento, CA 94244-2430

Expedited Appeals

If an expedited appeal is requested and the expedited criteria is met, the Member will receive verbal notification of the resolution within seventy-two (72) hours, and a written notice will be mailed within **seventy-two (72) hours**.



When requesting an appeal on behalf of a Member, Provider must complete the provider appeal form and include the Member's written consent before filing the appeal.

For more information see KHS Policy and Procedure: 5.01

<https://www.kernfamilyhealthcare.com/providers/policies-and-procedures/>

Member Report of Complaint/Grievance

Members are encouraged but not required to submit their grievance in writing using the Member Report of Complaint/Grievance form. The Complaint/Grievance form is available on the KFHC's website at kernfamilyhealthcare.com. An Online Grievance Form is also available on the KFHC website. Member Services staff can assist with filling out the form. This form is also available in Spanish.

MEMBER REPORT OF COMPLAINT/GRIEVANCE

In order to file a complaint (also known as a grievance), you may call Kern Family Health Care or complete the following form and return it to the Kern Family Health Care Member Services Department. Following receipt of your complaint (also known as a grievance), Kern Family Health Care will send you additional information within (5) calendar days. The Member Services Department can be reached at 661-632-1590 (Bakersfield) or at 1-800-391-2000 (outside of Bakersfield if you need assistance).

Member's Name: _____ Date: _____

Member's ID #: _____ Effective Date of Coverage: _____

Address: _____
(Street)

(City) (State) (Zip)

Phone: _____
(Home) (Work)

Name of Person Making/ Filing Complaint: _____
Relationship to Patient: _____
Phone Number (if different): _____
Complaint Summary: _____

Desired Outcome/Resolution: _____

Please see the back of this form for additional important information.

Member's Signature: _____ Date: _____

Si usted necesita esta carta en Español, por favor llame al Departamento de Servicios de Miembros 1-800-391-2000.

Grievance Dispositions

KFHC will classify the Grievance using the following dispositions based on the information provided in the members compliant.

Continuity of Care	Grievance related to continuity of care review standard. Member's perception that their request for continuity of care is being rejected or not considered.
Geographic Access	Grievance related to geographic access to a state plan approved provider, or hospital within the geographic requirements based on type of appointment and condition of member's health.
Language Access	Grievance related to the inability to access or concerns with linguistic and interpreter services at the providers office.
Out-of-Network	Grievance related to inability to obtain services from a non-contracted provider.
Physical Access	Grievance related to the inability to physically access a provider or health plan due to office closure, not having wheelchair access, inadequate ramp, elevators, inadequate parking, or other requirements under the American with Disabilities Act.
Provider Availability	Grievance related to the inability to see providers during normal hours of operation or concerns with the providers' hours of operation.
Timely Access	Grievance related to timely access to a state plan approved provider within the timeframe requirements based on type of appointment and condition of member's health.
Driver Punctuality	Grievance related to driver showing up outside of the scheduled pick-up time to transport the member to their appointment. Driver showed up either early, late, or not at all.
Vehicle	Grievance related to the transportation vehicle's cleanliness, not having wheelchair access or other requirements under the American with Disability Act, or issues related to the state of the vehicle that jeopardizes the member's safety.
Injury	Grievance related to a member incurring a physical injury.

Scheduling	Grievance related to member experiencing difficulties in arranging, scheduling, or accessing transportation services
Discrimination	Grievance regarding alleged discrimination by the health plan, provider, or provider's staff based on sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental or physical disability, medical condition, genetic information, marital status, gender, gender identity, gender expression, or sexual orientation. May also include complaints where the member is treated differently after filing a grievance.
Disability Discrimination	Grievance regarding alleged discrimination by the health plan, provider, or provider's staff based on disability. Include allegations of failure to provide auxiliary aids, or to make reasonable accommodations in policies and procedures, when necessary to ensure equal access for persons with disabilities.
Fraud / Waste / Abuse	Grievance related to intentional or unintentional misuse of resources, fraudulent, non-compliant, dishonest or unethical conduct committed by a health network, plan, provider, vendor, consultant, and current or potential member.
PHI / Confidentiality / HIPAA	Grievance related to the breach of Personal Health Information (PHI) or confidentiality. Privacy rules were not followed. For example, complaints regarding the provider inappropriately accessing, using or disclosing a member's PHI
Billing	Grievance related to bills received in error, premium and debt collection notices, reimbursement request, claim adjustment request or bills received after member was told issues were resolved. May include complaints regarding charges for non-covered services or benefits.
Authorization	Grievance related to the timeliness of an authorization or communication regarding the result (approval, denial or modification) of the authorization
Eligibility	Grievance related to Medi-Cal plan member's eligibility or share of cost requirements.

Enrollment	Grievance related to Medi-Cal plan enrollment information received, enrollment process, Medi-Cal plan member being disenrolled from plan, providers, or any of its health network, etc.
Referral	Grievance related to the MCP's processing of referrals to covered services.
Assault / Harassment	Grievance related to the physical, emotional, or sexual misconduct by a medical professional.
Case Management / Care Coordination	Grievance related to case management or care coordination.
Inappropriate Care	Grievance related to the overuse, underuse, or misuse of health care services. Medi-Cal covered services.
Member Informing Materials	Grievance regarding written materials provided in alternative formats or translation in threshold languages.
Provider / Staff Attitude	Grievance related to inappropriate behavior, poor provider/staff attitude (includes non-clinical staff, etc.), rudeness, or mistreatment.
Technology / Telephone	Grievance related to on-line scheduling systems, health plan system's connectivity, user friendliness, excessive waits, accessibility, via plan's website; or a member's inability to reach a provider or health plan's staff via phone or waiting on the phone too long.
Quality of Care	Grievances related to complaints about the effectiveness, efficiency, equity, patient-centeredness, safety, and/or acceptability of care provided by a provider or the plan.
Abuse / Neglect / Exploitation	Grievances related to cases involving potential or actual patient harm.
Timely Response to Auth / Appeal Request	Grievances related to a lack of timely plan response to a service authorization or appeal request (including requests to expedite or extend appeals).
Expedited Appeal Request Denied	Grievances related to a plan denying a request for an expedited appeal.

SECTION 12: PROVIDER SERVICES

New Provider In-Service

Provider orientations (In-Service) will be conducted for all contracted providers and their staff within **ten days** of becoming active with KFHC's provider network. If an unexpected emergency occurs and the provider is unable to complete the training within the ten-day timeframe, the contract effective date will be postponed. Therefore, the contracted provider is made aware that they may not provide services to Plan members, until the provider completes training.

Provider Directory Updates

KFHC is required to provide accurate information regarding their Provider Network. Contracted providers are responsible to ensure KFHC has accurate directory information for their office. In addition, KFHC asks all contracted providers to attest to the accuracy of their reported provider directory information in accordance with the frequency and time frames defined in Health and Safety Code section 1367.27 (SB-137). Kern Health Systems utilizes Gaine, an outside vendor, to conduct outreach for directory accuracy.

To update your provider directory information, you may:

- Make updates via KFHC Provider Portal
<https://provider.kernfamilyhealthcare.com/v3app/publicservice/loginv1/login.aspx?bc=1215a844-d81f-4be0-ac1c-92dd137dd90c&serviceid=05411915-5bc6-4527-97a6-45b09eecbde3>
- Contact your Provider Relations Representative
- Contact the KFHC Member Services Department, 661-632-1590 (Bakersfield) or 800-391-2000 (outside of Bakersfield)
- Email: ProviderDirectoryFeedback@khs-net.com

Providers can direct members or prospective members' questions or comments regarding directory inaccuracies to the Member Services Department at 661-632-1590 (Bakersfield) or 800-391-2000 (outside of Bakersfield).

In addition to contacting KFHC, Providers may also direct the member or a prospective member to the California Department of Managed Health Care at **1-888-466-2219** to report any inaccuracy with the KFHC Provider Directory.

Provider Bulletin

Provider Bulletins are valuable updates, information, and action requests. Bulletins are distributed on an as-needed basis primarily to provide timely notification of new plan information, including changes in regulations relating to Medi-Cal Managed Care. Bulletins are faxed and posted online at www.kernfamilyhealthcare.com

Provider Portal

The KFHC Provider Portal (Provider Connection) is one of the most beneficial resources to help with:

- **Verify member eligibility:** Providers can verify eligibility by KFHC ID number, CIN, member's name, and date of birth.
- **Check claim status:** Providers can review submitted claims and determine payment status.
- **Online Authorizations:** Providers can submit authorization requests electronically as well as check status of submitted referrals.
- **TAR:** Providers can submit electronic TAR's and check status of submitted requests.
- **Other resources available:** monthly membership lists, download various forms, P4P scoreboard, etc.
- **View and update** your Provider demographic information.

To obtain access to the KFHC Provider Portal, please contact your office designated admin user. If you are unsure who your admin user is, please contact your Provider Relations Representative or the Provider Network Management Department at (661) 632-1590.

Resources available on KFHC Website

The policies, procedures, forms, and documents referenced in this manual can also be found at www.kernfamilyhealthcare.com under the For Providers tab. The For Provider section is the hub of information for providers, including the latest bulletins, regulatory updates, and training opportunities.

For more information see KHS Policy and Procedure: 4.23

<https://www.kernfamilyhealthcare.com/providers/policies-and-procedures/>

SECTION 13: HEALTH EDUCATION

Members will receive health education services at no charge as part of preventive and primary health care visits. To facilitate this process, Providers are required to utilize the “Staying Healthy” assessment form, (see Section 3 in this manual and KFHC Policy and Procedure 3.05 Preventative Medical Care

<https://www.kernfamilyhealthcare.com/providers/policies-and-procedures/>

Health Education promotes healthy living, improving health outcomes, reducing risks of disease and empowering members to be active participants in their health care.

The goal is to help Members be engaged and informed so they can be active participants in their care and the care of their children. The services below are provided in English and Spanish.

- Weight Management
- Diabetes Prevention
- Smoking and Tobacco Cessation
- Nutrition Counseling
- Asthma Management
- Prenatal Care and more

KFHC Health Education Classes

Health Education Classes are hosted by KFHC and are at no cost to anyone interested. Class dates and times are posted on the KFHC Calendar of Events

<https://www.kernfamilyhealthcare.com/calendar/>

or [facebook.com/KernFamilyHealthCare](https://www.facebook.com/KernFamilyHealthCare)

Classes include:

- Healthy Eating and Active Lifestyle Class
- Asthma Class
- Fresh Start Tobacco and Smoking Cessation Program
- Diabetes Prevention Program

To learn more about class dates, times and locations or how to refer patients, call 661-632-1590 (Bakersfield) or 1-800-391-2000 (outside of Bakersfield) and ask for our Health Education Department. Classes are now offered virtually through Zoom and in-person. Class

dates, times, locations, and descriptions are included at kernfamilyhealthcare.com. See the Calendar of Events at the bottom of the home page.

Health Education Referrals

Health education services are available by referral from KFHC staff, members (self-referral), providers, or community service providers. Members can request health education services by phone, the KFHC Member Portal, or the LINK App. Providers can send referrals via the KFHC Provider Portal. Upon receipt of a health education referral, health education staff will contact the member to assess their interest in participating in health education services. Transportation and interpreter services are provided accordingly. The best available health education service is then identified for the member.

Health Education Materials

KFHC has developed health education brochures addressing important health issues facing our local community. These materials are provided at no cost to providers and members. Contact your Provider Relations Representative for more information on how you can receive health education brochures for your office. Click on the topics below to view each brochure. Brochures are also available in Spanish.

[Control Asthma](#)

[Control COPD](#)

[Control High Blood Pressure](#)

[Diabetes Control](#)

[Taking Care of Yourself & Your Baby](#)

[Growing Up Healthy Series](#)

[Eat Healthy](#)

[Exercise](#)

[Not Sure It's an Emergency?](#)

[Urgent Care](#)

KFHC takes into account the specific needs of Seniors and Persons with Disabilities (SPD). Upon request by the SPD member, family caregiver or provider, KFHC provides educational

materials in alternative formats such as Braille, large print, audio, or other appropriate methods. The Health Education Department will handle requests for health educational material in alternative formats.

Health Education Resources

Health Education services are also provided to Members through:

- KFHC 24-Hour Advice Nurse Line – In addition to Advice Nurse services, the Health Information Library has an audio library with hundreds of health topics recorded in English and Spanish.
- *Family Health*, a newsletter that is mailed twice a year to KFHC Members which includes health education and local resources. View current and past newsletters at www.kernfamilyhealthcare.com
- Community Events & Health Fairs – KFHC participates in health fairs and community events to promote personal health awareness and preventive health care to Members and the community. View a list of community events at www.kernfamilyhealthcare.com or [facebook.com/KernFamilyHealthCare](https://www.facebook.com/KernFamilyHealthCare)

For more information see KHS Policy and Procedure: 3.05

<https://www.kernfamilyhealthcare.com/providers/policies-and-procedures/>

Member Rewards

KFHC offers wellness-based rewards for members.

Initial Health Assessment (IHA) – newly enrolled members who complete the IHA visit within 120 days of enrollment are mailed a \$10 gift card.

Pregnancy – pregnant members who complete a prenatal care visit during the 1st trimester are mailed \$30 gift card. They can also receive an additional \$30 gift card for completing the postpartum care visit 1-12 weeks after delivery. Limit two gift cards per pregnancy.

Well Baby – members 0-15 months old are mailed a \$10 gift card for each well baby visit they complete for up to 6 visits. Members 15-30 months are mailed a \$10 gift card for each well baby visit they complete for up to 2 visits. Total rewards not to exceed \$80 per member.

Well Care – members 3 -21 years old who complete an annual well child visit are eligible to receive a \$15 gift card. Limit one gift card per year.

Smoking and Tobacco Cessation

KHS requires providers to provide tobacco cessation services to members, including:

- **Identify tobacco**
- **Conduct initial and annual assessment of tobacco use**
- **Utilize FDAS approved tobacco cessation medications**
- **Individual, group, and telephone counseling for members of any age who use tobacco products**
- **Prevention of tobacco use in children and adolescents**

Services for pregnant tobacco users

- **Ask all pregnant members if they use tobacco or are exposed to tobacco smoke**
- **Offer all pregnant members at least one face-to-face tobacco cessation counseling session per quit attempt.**
- **Referral to a tobacco cessation quit line, such Kick it California (previously the California Smokers Helpline) 1-800-300-8086**
- **Refer to tobacco cessation guidelines by the American College of Obstetrics and Gynecology (ACOG) before prescribing tobacco cessation medications during pregnancy**

One of the behavioral change models Kern Family Health Care recommends is the “**5 A's**”(Ask, Advise, Assess, Assist, and Arrange)

- For more information regarding the 5 A's: Five Major Steps to Intervention (The “5 A's” Agency for Healthcare Research and Quality (ahrq.gov)

The Other validated behavior change model KFHC recommends is the “**5 R's**” (Relevance, Risks, Rewards, Roadblocks, Repetition)

- For more information regarding the 5 R's:
<http://www.ahrq.gov/professionals/clinicians-providers/guidelines-recommendations/tobacco/5rs.html>

KFHC encourages providers to implement the USPST' comprehensive tobacco use treatment recommendations and the DHCS recommended education resources available in All-Plan Letter 16-014

SECTION 14: ALCOHOL AND DRUG: SCREENING, ASSESSMENT, BRIEF INTERVENTIONS AND REFERRAL TO TREATMENT (SABIRT)

PCP's must screen members 11 years and older, including pregnant members as recommended by the American Academy of Pediatrics Bright Futures Initiative and the United States Preventive Services Task Force (USPSTF) Grade A or B recommendations.

Screening

Unhealthy alcohol and drug use screening must be conducted using validated screening tools. Validated screening tools include, but are not limited to:

- Cut Down-Annoyed-Guilty-Eye-Opener Adapted to Include Drugs (CAGE-AID)
- Tobacco Alcohol, Prescription medication and other Substances (TAPS)
- National Institute on Drug Abuse (NIDA) Quick Screen for adults
 - The single NIDA Quick Screen alcohol-related question can be used for alcohol use screening
- Drug Abuse Screening Test (DAST-10)
- Alcohol Use Disorders Identification Test (AUDIT-C)
- Parents, Partner, Past and Present (4Ps) for pregnant women and adolescents
- Car, Relax, Alone, Forget, Friends, Trouble (CRAFFT) for non-pregnant adolescents
- Michigan Alcoholism Screening Test Geriatric (MAST-G) alcohol screening for geriatric population.

Assessment

When a screening is positive, validated assessment tools should be used to determine if unhealthy alcohol use or SUD is present. Validated alcohol and drug assessment tools may be used without first using validated screening tools. Validated assessment tools include, but are not limited to:

- NIDA-Modified Alcohol, Smoking and Substance Involvement Screening Test (NM-ASSIST)
- Drug Abuse Screening Test (DAST-20)
- Alcohol Use Disorders Identification Test (AUDIT)

Brief Interventions and Referral to Treatment

For KHS Members with brief assessments that reveal unhealthy alcohol use, brief misuse counseling should be offered. Appropriate referral for additional evaluation and treatment, including medications for addiction treatment, must be offered to recipients whose brief assessment demonstrates probable alcohol use disorder (AUD) or substance use disorder

(SUD). Alcohol and/or drug brief interventions include alcohol misuse counseling and counseling a Member regarding additional treatment options, referrals, or services.

Brief interventions must include the following:

- Providing feedback to the patient regarding screening and assessment results;
- Discussing negative consequences that have occurred and the overall severity of the problem;
- Supporting the patient in making behavioral changes; and
- Discussing and agreeing on plans for follow-up with the patient, including referral to other treatment if indicated.

Documentation Requirements

KHS Member medical records must include the following:

- The service provided (e.g., screen and brief intervention);
- The name of the screening instrument and the score on the screening instrument (unless the screening tool is embedded in the electronic health record);
- The name of the assessment instrument (when indicated) and the score on the assessment (unless the screening tool is embedded in the electronic health record); and
- If and where a referral to an AUD or SUD program was made.

KHS PCPs must maintain documentation of SABIRT services provided to KHS Members. When a KHS Member transfers from one PCP to another, the receiving PCP must attempt to obtain the member's prior medical records, including those pertaining to the provision of preventive services.

For criteria and additional resources please refer to: All Plan Letter 21-014

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2021/APL21-014.pdf>

For more information see KHS Policy and Procedure: 3.10-P

<https://www.kernfamilyhealthcare.com/providers/policies-and-procedures/>

SECTION 15: MEMBER RIGHTS & RESPONSIBILITIES

KFHC Members have specific rights and responsibilities outlined under Title 22, California Code of Regulations. KFHC provides this information to members in the Member Handbook (Evidence of Coverage, EOC), member newsletter, on KFHC's website, and upon request.

Members have the right to all of the following:

- A. To be treated with respect, giving due consideration to the Member's right to privacy and the need to maintain confidentiality of the member's medical information
- B. To be provided with information about the organization and its services
- C. To be able to choose a PCP within the KFHC provider network
- D. To participate in decision making regarding their own health care, including the right to refuse treatment
- E. To voice grievances, either verbally or in writing, about the organization or the care received
- F. To receive oral interpretation services for their language
- G. To formulate advance directives
- H. To have access to Family Planning Services, Federally Qualified Health Centers (FQHCs), American Indian Health Programs, Sexually Transmitted Disease (STD) services, and Emergency Services outside the KFHC network pursuant to the federal law
- I. To request a State Medi-Cal fair hearing, including information on the circumstances under which an expedited fair hearing is possible
- J. To have access to, and where legally appropriate, receive copies of, amend or correct their medical record
- K. To change Medi-Cal Managed Care Health Plans upon request, if applicable
- L. To access minor consent services
- M. To receive written member informing materials in alternative formats, including Braille, large size print, and audio format upon request and in accordance with W & I Code Section 14182 (b)(12)

- N. To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation
- O. To receive information on available treatment options and alternatives, presented in a manner appropriate to the member's condition and ability to understand.
- P. To receive a copy of his or her medical records, and request that they be amended or corrected, as specified in 45 CFR § 164.524 and 164.526
- Q. Freedom to exercise these rights without adversely affecting how they are treated by KFHC, Providers, or the State.
- R. To file a request for an Appeal of an action within 60 days of the date on a NOA
- S. To receive upon request a statement describing KFHC policies and procedures for preserving the confidentiality of medical information.

Members also have the following responsibilities:

- A. To cooperate with their health care practitioners/providers.
- B. To provide, to the extent possible, accurate information needed by professional staff who are caring for them.
- C. To follow instructions and guidelines given by those providing health care services.
- D. To keep appointments which they or their practitioner have made.

Member Handbook / Evidence of Coverage (EOC)

A Member Handbook also known as EOC, is sent to members upon enrollment and annually thereafter. The EOC provides members with a description of the scope of covered services and information about how to access such services under KFHC's Medi-Cal plan. The EOC is available electronically online at www.kernfamilyhealthcare.com under the "For Members" tab or in hard-copy by calling our Provider Services Department at 661-632-1590 (Bakersfield) or toll free 1-800-391-2000.

Our Member Services and Providers Relations Departments are also available to help with questions regarding KFHC's members' rights and responsibilities, Monday through Friday, from 8 a.m. to 5:00 p.m.

For more information see KHS Policy and Procedure: 5.05

<https://www.kernfamilyhealthcare.com/providers/policies-and-procedures/>

SECTION 16: FRAUD, WASTE, AND ABUSE

At KFHC we are deeply committed to acting ethically and responsibly in a culture of compliance, ethics, and integrity. KFHC cooperates with the California Department of Health Care Services (DHCS) in working to identify Medi-Cal fraud, waste, and abuse (FWA).

Abuse: Activity that is inconsistent with sound fiscal, business, or medical practice standards and results in unnecessary cost or reimbursement. It also includes any act that constitutes abuse under applicable federal law (as defined in Title 42, Code of Federal Regulations Section 455.2) or state law.

Fraud: An intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself or some other person. It includes any act that constitutes fraud under applicable federal (as defined in Title 42, Code of Federal Regulations Section 455.2) or state law.

Waste: The consumption of resources (products or services) due to mismanagement, inappropriate actions or inadequate oversight. Waste is not typically the result of criminal actions.

Laws and Regulations

False Claims Act (Federal – 31 U.S.C. § 3729-3733; California – C.G.C. § 12650-12656): The California and Federal False Claim Acts (FCAs) make it illegal to submit claims for payment to Medicare or Medicaid that you know or should know are false or fraudulent. Filing false claims may result in fines of up to three times the programs' loss plus \$11,000 per claim. Under the civil FCA, no specific intent to defraud is required. The civil FCA defines "knowing" to include not only actual knowledge but also instances in which the person acted in deliberate ignorance or reckless disregard of the truth or falsity of the information. Further, the civil FCA contains a whistleblower provision that allows private individuals to file a lawsuit on behalf of the United States and entitles whistleblowers to a percentage of any recoveries. There also is a criminal FCA (18 U.S.C. § 287). Criminal penalties for submitting false claims include imprisonment and criminal fines.

Fraud, Waste, and Abuse Investigations

The KFHC Compliance Department is an internal independent review and investigation department, which is responsible for implementing the Anti-Fraud Plan. The Compliance Department conducts, coordinates, and reports audit and investigation activities for the

purpose of preventing and detecting fraud, waste, or abuse in the delivery of health care services to KFHC Member. The Compliance Department also provides analysis and recommendations regarding the activities reviewed or investigated. Additionally, the Compliance Department initiates investigations and develops preliminary investigation reports for cases of alleged fraud, waste, or abuse. Preliminary investigation findings are forwarded to the appropriate federal or state investigating agency per contract, statute or law.

KFHC will report to the DHCS all cases of suspected fraud and/or abuse where there is reason to believe that an incident of fraud and/or abuse has occurred by subcontractors, members, providers, or employees. KFHC will conduct, complete, and report to the DHCS, the results of a preliminary investigation of suspected fraud and/or abuse within ten (10) working days from the date that KFHC first became aware of or noticed such activity.

Member FWA Examples

- A person using someone else's KFHC Member ID Card
- Deliberately providing misinformation to retrieve services
- Selling and/or forging prescriptions

Provider FWA Examples

- Provider submitting claims for services not rendered
- Sending member a bill after the plan had made payment
- Soliciting or receiving kickbacks

Reporting Suspected FWA

Suspicious activities may be reported by phone, in writing, or in person to the KFHC Compliance Department. It is recommended, but not required, that written reports be submitted on a FWA Referral Form

<https://www.kernfamilyhealthcare.com/providers/provider-resources/manuals-and-forms/>

Kern Family Health Care
Director of Compliance & Regulatory Affairs
2900 Buck Owens Blvd
Bakersfield, CA 93308
1-800-391-2000

If you have questions about Compliance efforts, please contact your Provider Relations Representative.

For more information see KHS Policy and Procedure: 14.04

<https://www.kernfamilyhealthcare.com/providers/policies-and-procedures/>

Sample FWA Referral Form

The FWA Referral form is located on the kernfamilyhealthcare.com website under the For Providers tab:

<https://www.kernfamilyhealthcare.com/providers/provider-resources/manuals-and-forms/>

MEMBER		PROVIDER	
Member Name:		Provider Name:	
Member ID:		Type of provider:	
Address:		Provider ID #:	
City: Zip:		Address:	
Date of service if applicable:		City: Zip:	
		Date of service if applicable:	
		Member ID, if applicable:	
		If multiple Members are involved, please attach a list.	
MEMBER Suspected Fraud, Waste, or Abuse: <ul style="list-style-type: none"> <input type="checkbox"/> Using another individual's identity or documentation of Medi-Cal eligibility to obtain covered services. <input type="checkbox"/> Selling, loaning, or giving a Member's identity or documentation of eligibility to obtain covered services. <input type="checkbox"/> Deliberately providing misinformation to retrieve services. <input type="checkbox"/> Using a covered service for purposes other than the purposes for which it was prescribed including use of such covered service by an individual other than the Member for whom the covered service was prescribed or provided. <input type="checkbox"/> Failing to report other health coverage. <input type="checkbox"/> Selling and forging prescriptions. <input type="checkbox"/> Ambulance abuse, overuse of ERs. <input type="checkbox"/> Illegal doctor shopping & drug-seeking behavior. <input type="checkbox"/> Other (please specify in space below) 		PROVIDER Suspected Fraud, Waste, or Abuse: <ul style="list-style-type: none"> <input type="checkbox"/> Submission of claims for covered services that are: <ul style="list-style-type: none"> <input type="checkbox"/> Substantially and demonstrably in excess of any individual's usual charges for such covered services. <input type="checkbox"/> Not actually provided to the Member for which the claim is submitted. <input type="checkbox"/> In excess of the quantity that is medically necessary; <input type="checkbox"/> Billed using a code that would result in greater payment than the code that reflects the covered service. <input type="checkbox"/> Already included in capitation rate. <input type="checkbox"/> Sending Member a bill after Kern Family Health Care has made payment. <input type="checkbox"/> Receiving, soliciting, or offering a kickback, bribe, or rebate to refer or fail to refer a Member. <input type="checkbox"/> False certification of medical necessity. <input type="checkbox"/> Attributing a diagnosis code to a Member that does not reflect the Member's medical condition for the purpose of obtaining higher reimbursement. <input type="checkbox"/> Questionable prescribing practices. <input type="checkbox"/> Other (please specify in space below) 	

SECTION 17: MARKETING

Compliance with Laws and Regulations

The Department of Health Care Services (DHCS) has established guidelines for appropriate marketing activities for the Medi-Cal Managed Care Program. Providers should familiarize themselves with these guidelines to avoid sanctions, fines, or suspension of membership.

KFHC Marketing Materials

If you are interested in receiving marketing material including the KFHC Member Newsletter, Member Handbook, Provider Directory or brochures, please contact the Kern Family Health Care Provider Network Management Department at (800) 391-2000.

Acceptable Marketing Methods

As a Medi-Cal health care provider, you may:

- Tell your patients the name of the health plan or plans with which you are affiliated.
- Actively encourage your patients to seek out and receive information and enrollment material that will help them select a Medi-Cal health care plan for themselves and their family.
- Provide patients with the phone number of the outreach and enrollment or member services departments of the plan(s) with which you are affiliated.
- Provide patients with the toll-free phone number of Health Care Options (HCO), the DHCS enrollment contractor (1-800-430-4263) and inform patients of locations and times when they may receive information from HCO about selecting a health plan or provider. This number is specifically for beneficiary questions. HCO provides enrollment and disenrollment information and activities, presentations, and problem resolution functions.

Prohibited Marketing Methods

As a Medi-Cal health care provider, you may NOT:

- Tell patients they could lose their Medi-Cal health benefits if they do not choose a particular health plan.

- Make any reference to competing plans, e.g., comparing plans in a positive or negative manner.
- Engage in marketing practices which discriminate against prospective members based on race, color, national origin, creed, ancestry, religion, language, age, gender, marital status, sexual orientation, health status or disability.
- Sign an enrollment application for the member.

Use of Name and Logo

The Kern Health Systems (KHS) and Kern Family Health Care (KFHC) names carry considerable value, particularly for external entities seeking to associate themselves with our organization. Moreover, the role of KHS as a public agency requires that our names and reputation be preserved and protected, and that activities and organizations associated with the KHS name(s) must be consistent with our mission and purpose. Thus, requests for an Endorsement, including Letter of Support (LOS) and use of a KHS name or logo, shall be approved by KHS.

An external entity may submit a request for an Endorsement if the entity is a community-based, non-profit organization, or health care partner. Such requests shall require the written approval of the KHS Chief Executive Officer (CEO) or designee. Written requests from external entities shall include the following information, as appropriate:

1. The name, background, description of the organization seeking a LOS or use of a KHS name or logo and the organization's contact information. Also include any other entity whose name will appear on the document, project, or event;
2. Name of the program or project, and name of the program or project director, or primary contact;
3. Description of the project, event, publication, or other purpose for which a KHS name or logo will be used and why;
4. Intended audience for the project, event, or publication for which a name or logo will be used;
5. Time frame during which a name or logo is requested to be used; and
6. A proof of the name/logo as it will appear.

All requests shall be submitted at least thirty (30) days in advance of the date for which the LOS or use of a name or logo is requested, or if in a shorter amount of time, at the discretion of the KHS CEO or designee, so long as such request is submitted to the CEO or designee in a reasonable and sufficient amount of time so that KHS can complete a meaningful review and evaluation of the request.

The KHS Marketing Department will notify the organization that requests a LOS or use of a name or logo in writing after the determination is made. Organizations shall enter into a written agreement with KHS restricting the use of a KHS name or logo before being permitted to use the name or logo. Use or reproduction of the KHS name or logo by external entities shall be restricted by KHS, in accordance with federal and state trademark rules and regulations. Any external entity that is no longer in good standing with KHS shall update its marketing materials and cease the use of a KHS name or logo.

Definitions:

Endorsement means either (1) a Letter of Support or (2) KHS's approval for another entity to use a KHS name or logo in connection with that entity's project, event, document, program, or initiative. Endorsement does not include any sponsorship, educational activity, purchased service, presentation, attendance at an event, activity that is included in the definition of Marketing Activities, or joint development of an event, seminar, symposium, educational program, public information campaign, or similar event.

Letter of Support (LOS) is a letter supporting a community-based organization or health care partner detailing compelling reasons why the organization or project is credible and of value to the community and conveying the relationship between KHS and the organization, thereby lending credibility to the organization requesting support. LOS does not include a formal partnership agreement or interagency agreement.

Marketing Activity is any activity conducted by or on behalf of KHS where information regarding the services offered by KHS is disseminated in order to persuade or influence eligible beneficiaries to enroll or to educate members and promote optimal program use and participation. Marketing also includes any similar activity to secure the endorsement of any individual or organization on behalf of KHS.

The Kern Health Systems Name and Logo Use Protocol follows guidelines outlined in Kern Health Systems Policy & Procedure # 9.05-1.

SECTION 18: QUALITY IMPROVEMENT

Overview

In a commitment to the community of Kern County and the members of Kern Health Systems (KHS), the Quality Improvement (QI) Program is designed to objectively monitor, systematically evaluate, and effectively improve the health and care of our members served. KHS' Quality Improvement Department manages the Program and oversees activities undertaken by KHS to achieve improved health of the covered population. All contracting providers of KHS are required to participate in the Quality Improvement (QI) program.

To review KHS' complete QI Program Description and workplan, please visit Kern Family Health Care's website at www.kernfamilyhealthcare.com. Click the Providers tab and then Quality Improvement.

Facility Site Reviews

KHS conducts a full scope facility site review for all PCPs as well as providers as part of the Provider credentialing process. Facility site reviews are conducted at the time of initial Provider credentialing process, and every three years thereafter. An interim review is completed at least once within that three-year period. A Certified Site Review nurse, using the California Department of Health Care Services (DHCS) approved review tools, conducts the review. To view the DHCS mandated tools, visit Kern Family Health Care's website at www.kernfamilyhealthcare.com. Click the Providers tab and then Quality Improvement.

Facility and medical record reviews are intended to ensure that all KHS network providers meet the quality and safety requirements established by the State for treating Medi-Cal members. All KHS network providers are advised that the CA Department of Health Care Services may audit Medi-Cal providers at any time with or without advance notice.

There are three components to the Facility Site Review process:

1. The Facility Site Review- The site review is part of the credentialing and re-credentialing process and evaluates the physical aspects of the site for basic requirements in areas such as safety, regulatory compliance, and infection control as well as interviews with office personnel.
2. The Medical Record Review- The medical record review survey is conducted three to six months after initial member linkage. It is conducted every three years thereafter and may include an interim review at eighteen-month intervals. It is part of the credentialing and re-credentialing process and focuses on required elements of the medical record.

3. The Physical Accessibility Review- The physical accessibility review survey is not a scored review and focuses entirely on physical accessibility of the healthcare site for seniors and persons with disabilities (SPDs).

Site Review Preparation

As part of the of the facility review, KHS QI Nurses review the following potential safety issues:

- Medication storage practices to ensure that oral and injectable medications, and “like labeled” medications, are stored separately to avoid confusion
- The physical environment is safe for all patients, personnel, and visitors
- Medical equipment is properly maintained
- Professional personnel have current licenses and certifications
- Infection control procedures are properly followed
- Medical record review includes an assessment for patient safety issues and sentinel events
- Bloodborne pathogens and regulated wastes are handled according to established laws

Corrective Action Plan

If deficiencies are identified during the Facility Site and Medical Record Reviews, a Corrective Action Plan will be issued to the Provider which will include specific corrective actions along with time frames for addressing deficiencies. Providers who do not correct deficiencies will not be assigned new members until corrections are completed and verified and the CAP is closed. Any network provider who does not come into compliance with survey criteria within the established timelines shall be removed from the network and plan members will be reassigned to other network providers.

For more information see KHS Policy and Procedure: 2.22

<https://www.kernfamilyhealthcare.com/providers/policies-and-procedures/>

Medi-Cal Managed Care Accountability Set

The Managed Care Accountability Set (MCAS) is a set of performances measures that the CA Department of Health Care Services (DHCS) selects for annual reporting by Medi-Cal managed care health plans (MCPs). Results of compliance with the measures are used by DHCS to evaluate a MCP’s performance. Many are HEDIS measures from the National Committee for Quality Assurance (NCQA). Some are from other sources such as the Centers for Medicare & Medicaid (CMS). All of them center around preventive health and chronic condition management.

The measures are listed by Measurement Year (MY) meaning they are applicable to the identified measurement year and results are determined in the Report Year (RY). An example would be MCAS measures for MY 2021 are reported to DHCS in RY 2022.

Data Collection

KHS collects and reports MCAS data through a series of coordinated activities, including encounter and claims analysis, and medical records. Some examples of information needed from medical records include specific lab results, diabetes care, immunization status, prenatal and postpartum care. Providers are contractually obligated to provide KHS access to member's medical records for evaluation of compliance with these measures.

Why is it Important?

Data obtained from MCAS helps KHS focus quality improvement activities, evaluate performance, and identify further opportunities for improvement based on these compliance results. The benchmarks for these measures help providers and KHS identify gaps in care which lead to plans for improvement of the care of our members.

Tips for Providers

KHS may contact selected medical offices to obtain or access patient medical records as part of the MCAS medical records review process. Allowing KHS' QI Department to the provider EMR is the most efficient way to accomplish retrieval of the needed medical record information. Here are helpful tips to prepare:

- Keep accurate, legible, and complete medical records for their patients. Each document in medical record must contain the member's name and date of birth to acceptable for MCAS.
- Encourage patients to receive appropriate preventative services to ensure their health and well-being.
- MCAS reporting is mandated by the DHCS, CMS, and the NCQA. Providers and their staff should become familiar with MCAS measures to understand what KFHC and other health plans are required to report.
- Allowing KHS' QI Department to the provider EMR is the most efficient way to accomplish retrieval of the needed medical record information versus copying or faxing records. Contact your KHS provider representative to initiate providing the KHS QI Department with this access.
- MCAS Provider Resources Manual and MCAS Measures Codes documents are available on Kern Family Health Care's website at www.kernfamilyhealthcare.com. Click the Providers tab and then Quality Improvement.

***To view MCAS measures, please login to the KHS Provider Portal**

Performance Improvement Projects (PIP)

KHS is mandated to always participate in two (2) Performance Improvement Projects (PIP). PIPs span over an approximate eighteen-month time frame and are broken into four (4) modules. Each module is submitted to DHCS for review, input, and approval incrementally throughout the project. As a requirement for participation in and support of KHS' Quality Improvement Program, select providers may be asked to participate in a particular PIP.

Potential Quality of Care Issues (PQI)

Potential Quality of Care Issues (PQI) are possible adverse deviations from expected clinician performance, clinical care, or outcome of care. PQIs are investigated to determine if an actual quality issue or opportunity for improvement exists. Providers are required to cooperate with investigations KHS' Quality Improvement Department conducts for identified PQIs. If a Quality of Care (QOC) issue is validated after investigation, a corrective action plan or other remediation may be required. All QOC validations are determined by a KHS medical director.

SECTION 20: CREDENTIALING & RE-CREDENTIALING

Credentialing

All healthcare providers who contract with KFHC must have credentials verified through the credentialing process in order to treat Members. To maintain health care quality standards, Members will not be assigned or referred to providers who have not completed the credentialing process.

Initial Credential Application Process

Applicants must submit a signed application and supporting documentation to the KFHC Provider Network Management Department. Applications are available on the KFHC website, www.kernfamilyhealthcare.com, under the *For Providers* tab, or through the Provider Network Management Department. Applications will be reviewed by the Provider Network Management Department for accuracy and completeness. KFHC will render a decision within 180 days from the signature date, and if approved, the provider will receive an official letter of credentialing approval with an effective date.

Confidentiality

The information obtained during the credentialing process, whether directly from the provider, or from another source, will be treated as confidential information.

DHCS Medi-Cal Enrollment

Managed Care Plans (MCPs) are required to maintain contracts with their network providers (Plan-Provider Agreement) and perform credentialing and recredentialing activities on an ongoing basis. However, prior to the Final Rule, the MCPs' network providers were not required to enroll in the Medi-Cal Program. Title 42 CFR, Section 438.602(b) now requires states to screen and enroll, and periodically revalidate, all network providers of managed care organizations, prepaid inpatient health plans, and prepaid ambulatory health plans, in accordance with the requirements of Title 42 CFR, Part 455, Subparts B and E. These requirements apply to both existing contracting network providers as well as prospective network providers.

MCP providers may apply for enrollment through the electronic Provider Application for Validation and Enrollment (PAVE) portal. For instructions and training on how to apply using

the PAVE Portal go to <http://www.dhcs.ca.gov/provgovpart/Pages/PAVE.aspx> . Provider Enrollment instructions and requirements are available on the Medi-Cal website at https://files.medi-cal.ca.gov/pubsdoco/prov_enroll.asp

The MCPs' screening and enrollment requirements are separate and distinct from their credentialing and recredentialing processes.

Application Review and Verification

The Physician Advisory Committee (PAC) shall serve as the Credentials Committee. The PAC is responsible for peer review and credentialing/re-credentialing decisions.

KFHC monitors the initial credentialing process and will ensure that providers considered for network participation and continued participation are in good standing and meet the required criteria identified in Policy and Procedure 4.01-P Credentialing before being accepted in the network. The criteria includes but is not limited to:

- Application is signed and dated with attestation by the applicant of the correctness and completeness of the application including statements by the applicant:
 - Reasons for any inability to perform the essential functions of the position with or without accommodations;
 - History of loss of license and/or felony conviction(s);
 - History of loss or limitation of privileges including any disciplinary activity;
 - Lack of present illegal drug and alcohol use.
- Valid, unrestricted, and current State license
- Current and valid federal Drug Enforcement Agency (DEA) registration for the State
- Current NPI number
- Graduation from an approved medical/professional school and completion of an accredited residency or specialty program
- Board Certification, if applicable
- Clinical privileges in good standing at a KFHC contracted hospital (if applicable)
- Work history
- Claims history and/or disciplinary actions from National Practitioner Data Bank (NPDB)
- History of any sanctions, exclusions or debarments imposed by Medi-Cal, Medicaid, Medicare and System for Award Management
- Current adequate professional and general liability insurance
- Sanctions or limitations on licensure from State agencies or licensing boards

- Validation of approved Medi-Cal enrollment status with the Department of Health Care Services.
- For certain provider types, a facility site review is required to be completed by the Quality Improvement Department.

Practitioner Rights

In the event there is information obtained by the credentialing staff that substantially differs from that supplied by the applicants, the credentialing staff will contact the applicant to have them either correct or provide an explanation of the differences. Practitioners have the right to correct erroneous information submitted during the application process; corrections must be submitted in writing (or email) to the PNM Department Attention: Credentialing within 10-calendar days of the notification.

Practitioners have the right, upon request, to review the information submitted in support of their credentialing application; additionally, practitioners have the right to:

- review information obtained by KHS for the purpose of evaluating their credentialing and recredentialing application. This includes information obtained from outside sources such as malpractice carriers or state licensing boards but does not extend to review of information from references, or recommendations protected by law from disclosure. Practitioners may submit their request for review to their Provider Relations Representative via email, letter or fax.
- correct erroneous information;
- be informed of the status of his/her application during the credentialing process, upon request.
- to be notified, in writing, the initial credentialing decisions within 60-days from the date the decision was made.

Recommendations

The PAC recommends acceptance or denial of an applicant to the Board of Directors as follows:

If the recommendation is for **DENIAL**, the applicant receives written notification of the decision and supporting reasons. If the denial is due to medical quality of care, the appeal process is included. If the recommendation is for **APPROVAL**, the supporting information is transmitted to the Board of Directors. The applicant receives written notification of the decision.

Recredentialing

KFHC also requires its Providers to be recredentialed every 36 months. The only exceptions include active military assignments, maternity/medical leave of absence or sabbatical. The

recredentialing criteria includes but it not limited to:

- Attestation by the applicant of the correctness and completeness of the application including statements by the applicant:
 - Reasons for any inability to perform the essential functions of the position with or without accommodations;
 - History of loss of license and/or felony conviction(s);
 - History of loss or limitation of privileges including any disciplinary activity;
- Lack of present illegal drug and alcohol use
- Valid, unrestricted, and current State license
- Professional liability claims history since initial credentialing or last recredentialing cycle
- National Practitioner Data Bank (NPDB)
- Current and valid Drug Enforcement Agency (DEA) registration
- Current NPI number
- Recent sanctions, exclusions or debarments imposed by Medi-Cal, Medicaid, Medicare, and System for Award Management
- Current adequate professional and general liability insurance
- Sanctions or limitations on licensure from State agencies or licensing boards
- Revalidation of Medi-Cal enrollment status
- Performance reviews which includes Quality Improvement, Utilization Management, Member Services, and Compliance;
- Facility site review results, if applicable

On an ongoing basis, KFHC monitors its contracted providers for any potential sanctions, exclusions or debarments from federal and state programs. On a monthly basis, the Credentialing Department reviews the required federal and state databases. In the event a contracted facility, ancillary organization or licensed/certified practitioner is found to be listed on the federal or state database as excluded, sanctioned or debarred, immediate action, up to and including termination from the provider network, will be taken in accordance with KHS Policy and Procedure and contractual agreement.

A provider may be reviewed any time at the request of the QI/UM Committee, the PAC, the Chief Executive Officer, the Chief Medical Officer, or the Board of Directors. For questions regarding the credentialing or recredentialing process, contact Provider Network Management Department at 800-391-2000, dial 5 to bypass other queues.

For more information see KHS Policy and Procedure:

2.22 Facility Site Review

4.01 Credentialing

4.43 Medi-Cal Enrollment Policy

<https://www.kernfamilyhealthcare.com/providers/policies-and-procedures/>

SECTION 20: PROVIDER DISPUTES ON ISSUES OTHER THAN AUTHORIZATION AND CLAIMS PAYMENT

A contracted or non-contracted provider can express dissatisfaction by completing a Provider Dispute Resolution Request Form:

The Provider Dispute Resolution Request Form must contain the following information:

- A. Provider Name
- B. Provider tax identification number
- C. Provider contact information
- D. Clear explanation of the issue and provider's position thereon
- E. Any applicable supporting documentation

A dispute that does not contain all necessary information will be returned to the provider.

The dispute must be mailed to the following address:

Kern Health Systems
2900 Buck Owens Blvd
Bakersfield, Ca 93308

The Provider Dispute Resolution Request Form can be located on the KHS website:

<https://res.cloudinary.com/dpmykpsih/image/upload/kern-site-353/media/38879d95e1c54e7595cfaea1aa2c3f38/provider-authorization-appeal-resolution-request-form.pdf>

For additional information, please refer to KHS policy: 4.03

<https://www.kernfamilyhealthcare.com/providers/policies-and-procedures/>

SECTION 21: POLICIES AND PROCEDURES

KHS policies and procedures are updated and reviewed as needed. All current versions of Kern Health Systems' Policies and Procedures can be accessed on the KFHC website at www.kernfamilyhealthcare.com

Contents of this manual are subject to change at any time. To ensure you are reviewing the most recent version, accessed on the KFHC website at www.kernfamilyhealthcare.com

GLOSSARY OF TERMS

Acronym	Definition
AAP	American Academy of Pediatrics
AIM	Access for Infants and Mothers Program
ALC	American Logistics Company
APL	All Plan Letter
ACOG	American College of Obstetrics and Gynecology
AMSC	Alcohol Misuse Screening and Counseling
BICs	Benefits Identification Card
CAP	Correction Action Plan
CBAS	Community Based Adult Services
CCS	California Children's Services
CHDP	Child Health & Disability Prevention
CIN	Client Identification Number
CMS	Centers for Medicare and Medicare
CCR	Code of Regulation
CPT	Current Procedural Terminology
CSS	Community Supports Services
DDS	Developmental Disability Services
DHCS	Department of Health Care Services
DMHC	Department of Managed Health Care
EOB	Explanation of Benefits
EOC	Evidence of Coverage
FFS	Fee for Service
FQHC	Federally Qualified Health Centers
HCO	Health Care Options
HEDIS	Healthcare Effectiveness Data and Information Set

ICD	International Classifications of Diseases
ICE	Industry Collaborative Effort
IHEBA	Individual Health Education Behavioral Assessment
IHA	Initial Health Assessment
KFHC	Kern Family Health Care
KHS	Kern Health Systems
LEP	Limited English Proficient
LTC	Long Term Care
MCAS	Medi-Cal Managed Care Accountability Set
NEMT	Non-emergency Medical Transportation
NMT	Non-medical transportation
NCQA	National Committee for Quality Assurance
OHC	Other Health Coverage
PAVE	Provider Application for Validation and Enrollment
P4P	Pay for Performance
PCP	Primary Care Provider
PCS	Physician Certification Statement
QI	Quality Improvement
SHA	Staying Healthy Assessment
SNF	Skilled Nursing Facility
USPTF	United States Preventative Services Task Force
WIC	Women, Infant & Children's Nutritional Supplemental Program