



February 6, 2024

### Behavioral Health Referral Process

Dear Provider,

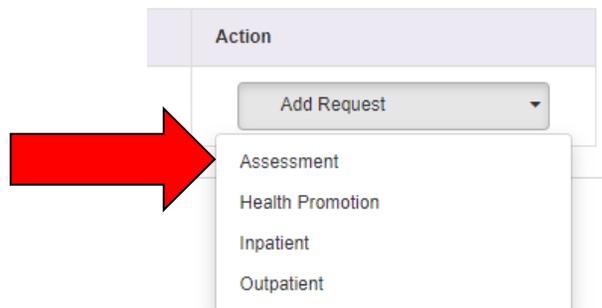
Effective January 29, 2024, Providers will be able to send a referral for Behavioral Health services for a member using the Provider Portal.

#### **Behavioral Health**

Kern Health Systems (KHS) is responsible for the provision of medically necessary outpatient mental health services. KHS maintains a network of Behavioral Health providers to offer non-specialty mental health services (NSMHS). The Behavioral Health Department works with KHS providers, the Mental Health Plan (MHP), and the Drug Medi-Cal Organized Delivery System (DMC-ODS) for substance use disorder (SUD) services to ensure that members receive appropriate and timely behavioral health services. Members who need specialty mental health services or substance use disorder treatment will be referred to and coordinated with the County Mental Health Plan, who is Kern Behavioral Health and Recovery Services (KBHRS) for the delivery of specialty mental health services (SMHS).

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

- Go to [www.kernfamilyhealthcare.com](http://www.kernfamilyhealthcare.com)
- Click on “Provider Portal”
- Enter your username and password
- Click on “Authorizations”
- Click on “Menu”
- Select “New Request”
- Enter the information and click search
- Under “Action” select “Assessment” screenshot below



# PROVIDER Bulletin



## KERN HEALTH SYSTEMS

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

Add Assessment

- + Community Supports Assessment PP
- + ECM Screening Assessment PP
- + Specialty Program Request - PP

Selected Assessment

Actions	Assessment Title
–	Specialty Program Request - PP

- The system will lead you to the “Specialty Program Request Assessment” screenshot below, where you will answer the 7 required questions and click on “Complete.”
- Once submitted, the Assessment will be sent to the Behavioral Health Department for review.

KHS posts all bulletins on the KHS website, [www.kernfamilyhealthcare.com](http://www.kernfamilyhealthcare.com), choose Provider, then Bulletins.

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

Sincerely,

Melinda Santiago  
Director, Behavioral Health  
Kern Health Systems