

PROVIDER Bulletin



KERN HEALTH SYSTEMS

December 18, 2025

Medicare (D-SNP) Provider Manual

Dear Provider,

The 2026 Kern Family Health Care Medicare (HMO D-SNP) (KFHCM) provider manual is now posted and available for review. The manual outlines operational requirements, clinical processes, and administrative guidelines for serving the Dual Eligible Special Needs Plan (D-SNP) members. Please review the document to stay aligned with the current plan expectations.

The manual includes the following major sections:

- Model of Care (MOC)
- Provider Portal Overview
- Eligibility Verification
- Referral & Authorization Processes
- Denials & Appeals
- Claims Submission
- Cultural & Linguistic Services
- Pharmacy Services
- Transportation Services

The full 2026 KFHCM Medicare (HMO D-SNP) Provider Manual is available on the Provider Resources section of the Kern Family Health Care website:

<https://www.kernfamilyhealthcare.com/providers/provider-resources-dsnp-medicare/manual-and-forms/>

[Provider Bulletins](#) are available on the [KHS website](#). Please visit the site regularly to stay informed about the latest updates and announcements. If you have any additional questions, please contact your Provider Relations Representative at 1-800-391-2000, silent prompt #5.

Sincerely,

Kristie Onaindia
Provider Relations Manager
Kern Health Systems