

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