



# PROVIDER Newsletter

APRIL 2022

## Hot Topics!

- **Win Treats for Your Office/Provider Satisfaction Survey** – KHS in collaboration with SPH analytics is conducting our annual provider satisfaction survey; your office may be randomly selected and contacted via mail or phone to participate. Complete the survey for a chance to win office treats for your office!
- **Eligibility** – Please Remember to Check Eligibility Every Visit. KHS has multiple ways to check eligibility including:
  - **KHS Provider Portal**
  - **DIVA 661-664-5185**
  - **AEVS 800-456-2387**
- **Prior Authorization** – The KHS Prior Authorization List gets updated monthly, be sure to check prior to rendering services. The list can be found under the Provider Resources section of the Provider Tab of the KHS website: <https://www.kernfamilyhealthcare.com/clientfiles/getfile/P-A-List.pdf>
  - Services that require prior authorization, must be submitted via the KHS Provider Portal
- **Provider Portal Tip** – Don't Forget to deactivate employees who have access to the KHS Provider Portal who are no longer employed with your office

## Recent Bulletins

- Initial Health Assessment
- Children Lead Poisoning Prevention Training
- APL 21-009 Collection Social Determinants of Health Data
- Discrimination Grievances
- Postpartum Extension Bulletin
- COVID-19 Vaccination Administration
- MCAS Record Retrieval
- Member Rewards Program

KHS uses Provider Bulletins to communicate updates and regulatory requirements with our contracted providers/facilities.

**To Access all KHS Bulletins, please visit the Provider section of the KHS website:**

<https://www.kernfamilyhealthcare.com/providers/bulletins/>

## Welcome to Our Newly Contracted Providers!

- **Aces Applied Behavioral Analysis**
- **Coastal Kids Pediatric Primary Care**
- **Expert MRI MRI**
- **Super Care Health Durable Medical Equipment**
- **Adventist Home Care Services Hospice and Home Health**

**For more information on all contracted KHS providers, you can visit our online provider directory at:**

<https://www.kernfamilyhealthcare.com/members/find-a-doctor-hospital-or-clinic/>

**For more information on any of the topics above, or any question, please contact your Provider Relations Representative at 1-800-391-2000, or visit the KHS website at [www.kernfamilyhealthcare.com](http://www.kernfamilyhealthcare.com)**