



PROVIDER *bulletin*

October 28, 2021

Patient Responsibility

Dear Provider:

Kern Health Systems (KHS) members are **never** responsible for any covered services. Providers are not allowed to bill KHS members while active on the health plan.

Per Title 22 section 51002:

(a) A provider of service under the Medi-Cal program shall not submit claims to or demand or otherwise collect reimbursement from a Medi-Cal beneficiary, or from other persons on behalf of the beneficiary, for any service included in the Medi-Cal program's scope of benefits in addition to a claim submitted to the Medi-Cal program for that service, except to:

- (1) Collect payments due under a contractual or legal entitlement pursuant to Section 14000 (b) of the Welfare and Institutions Code.
- (2) Bill a long-term care patient for the amount of his liability.
- (3) Collect copayment pursuant to Welfare and Institutions Code Section 14134.

If you have questions, please contact the KHS Provider Relations Department at (661) 664-5000.

Thank you,

Melissa Lopez
Provider Relations Manager
Kern Health Systems