



February 25, 2026

Preventing Fraud, Waste, and Abuse (FWA)

Dear Provider Partners,

Kern Health Systems (KHS) is committed to fostering an environment grounded in integrity, ethics, and compliance. Preventing Fraud, Waste, and Abuse (FWA) requires partnership, transparency, and a shared understanding of emerging risks across our network. This bulletin provides key reminders regarding FWA expectations.

KHS works in close coordination with the California Department of Health Care Services (DHCS) and the Department of Managed Care (DMHC) to prevent, identify, and address Fraud, Waste, and Abuse (FWA). DHCS funds and manages Medi-Cal and other California health programs to ensure compliance with state rules and regulations whereas DMHC governs and licenses managed care plans to ensure accessible, high-quality health for Californians.

Understanding Fraud, Waste, and Abuse (FWA)

- **Fraud:** Intentional deception or misrepresentation made with the knowledge that it may result in unauthorized benefits.
- **Waste:** Overutilization or misuse of services or resources.
- **Abuse:** Practices that are inconsistent with sound medical, business, or fiscal practices, resulting in unnecessary costs or payments for substandard or non-medically necessary services.

Examples of Provider FWA

To support ongoing compliance efforts, we ask providers to stay vigilant and be mindful of common FWA issues observed across the network. These include **member-related concerns** such as *transportation misuse, ID theft, ID sharing, benefit abuse, and eligibility concerns*, as well as **provider-related concerns** including *services not rendered, excessive or unnecessary services, documentation deficiencies, and billing or coding inaccuracies*.



Reporting Suspected FWA

Providers must report suspected FWA within 10 working days and can be submitted via phone, mail or through the KHS website.

- Online: <https://www.kernfamilyhealthcare.com/members/report-fraud/>
- Phone: 1-800-391-2000
- Mail: Kern Health Systems, 2900 Buck Owens Blvd, Bakersfield, CA 93308

Regulatory Oversight and Enforcement

FWA may result in significant civil and criminal penalties under state and federal law. Allegations involving Medi-Cal providers may be reviewed or investigated by regulatory and enforcement agencies such as the Office of Inspector General (OIG) and the Department of Justice (DOJ).

The submission of false or misleading claims may expose providers to liability under the False Claims Act and other applicable laws, which can include monetary penalties, repayment of improperly received funds, exclusion from participation in state and federal health care programs, and, in some cases, criminal prosecution.

[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 option #5.

Sincerely,

Kristie Onaindia
Provider Relations Manager
Kern Health Systems