



## BULLETINS

- CLAIMS: Timely Filing Requirements
- Medi-Cal RX: Error Notifications Notice Of Action Letters
- Behavioral Health Referral Process
- Medi-Cal RX: Planned ePrescribing Functionality Migration

## Helping Members Make Better Health Decisions

Personal health literacy is the ability for individuals to find, read, understand, and use the information and services to inform health-related decisions and actions for themselves and others. KHS strives to equitably enable its members to achieve personal health literacy by offering educational classes, materials and self-care tools. KHS' new health and wellness resource for members and providers offers hundreds of printer friendly handouts, videos and interactive tools in English and Spanish. To access this resource, visit **KHS' Health and Wellness Services Self-Management Tools.**

## New February Vendors

### CHW:

- Pear Suite Inc.

### ECM

- Parishat Alka PC (Case Management)
- St Vincent Preventative Family (CSS Services)
- The Open Door Network (Case Management)

### Internal Medicine

- Hector De Jesus, MD Inc.

### Specialist

- Randolph Senining Corp

### PCP

- Synchrony Medical Group & Mind Body Wellness

### Transportation

- J&B Transport
- Sunrise MedTransport Services LLC
- WeCare Medical Transport LLC

*welcome*

## Claims Dispute

MAIL Attn: Claims Department  
Kern Family Health Care  
2900 Buck Owens Boulevard  
Bakersfield, CA 93308

\*Must be submitted using a Provider Claims Dispute Request Form: **DRAFT/ EXHIBIT A : ADJUSTMENT TEMPLATE (cloudinary.com)**

Please DO NOT fax claims disputes, they will not be accepted.



## Quality Performance February/March Highlights:



With March holding National Doctor's Day on the 30th, we couldn't let it go by without a big thank you to all the providers out there helping our members stay healthy. Wellness isn't just a body of systems but integrates the fullness of what it means to be human—genetics, habits, where we call home, what we do, who surrounds us. Join us in keeping 2024 going strong by encouraging small, sustainable changes, like movement and healthy food choices that reflect personal interests and needs, so we can be the best versions of ourselves, together. Our members diagnosed with a cardiovascular disease such as hypertension will especially benefit from this, and their monitored blood pressures will reflect it!

February was National Cancer Prevention Month, and we wanted to send a friendly reminder about the incentives available to both members and providers for cancer screenings. According to the American Association for Cancer Research, many of the greatest reductions in cancer morbidity and mortality have been achieved through effective public education, such as that towards tobacco, for example. Unfortunately, the burden of preventable risk factors is not shared equally and is higher in many minority and underserved populations. Join us in encouraging breast and cervical cancer screenings at appropriate ages and intervals for our members. Members receive \$25 rewards for each, as well as both cancer screenings being eligible for Kern Family Health Care (KFHC).

February was also National Children's Dental Health Month. KFHC wants to ensure that in alignment with DHCS pediatric guidelines, dental screenings are included as a part of children's initial health assessment and every periodic assessment. The American Academy of Pediatrics (AAP) recommends application of fluoride varnish at least once every 6 months, starting at first tooth eruption. Because of the high efficacy of fluoride varnish, it can be applied in non-dental settings by trained nursing and medical assistant staff. CPT code 99188 (application of topical fluoride varnish by a physician or other qualified health care professional) is reimbursable for children through five years of age, up to three times per year.

If you do not have the supplies or training to perform this in-office, or if the child is age six or older, you may refer the child to a dental provider. If interested, contact your MCAS or Provider Relations team to learn more about fluoride resources for your medical practice.

The well child visits these would occur at are eligible for member rewards, as well as pay-for-performance incentives.

Speak with your KFHC MCAS team and Provider Relations Representatives for more information on these incentives, and see below for additional resources! Make sure to check back on our website for new updates in member rewards, P for P, and Provider Resources, including a brand new 2024 Provider Guide and Coding Card. We also have exciting events coming up in 2024, like our previously successful mobile mammogram events!

### **Resources:**

- [American Heart Month | NHLBI, NIH](#)
- [February is National Cancer Prevention Month | The AACR](#)
- [National Childrens Dental Health Month | American Dental Association \(ada.org\)](#)
- [Kern Family Health Care Member Rewards](#)
- [Kern Family Health Care Transportation Brochure](#)
- [Fluoride Varnish \(ca.gov\)](#)
- [Quality Improvement | Kern Family Health Care \(New 2024 Provider Guide and Coding Card coming soon!\)](#)