

PROVIDER Newsletter



KERN HEALTH SYSTEMS

September 2023

Hot Topics

KHS's Health Equity Team is committed to improving the health and well-being of members and communities through the delivery of trusted, high quality, cost-effective and accessible health care to all members regardless of their age, race, ethnicity, sexual orientation, gender identification, language spoken, cultural preferences, personal history, or zip code. Our goal is to build effective partnerships with our provider network, community organizations and government agencies to help reduce/eliminate disparities, improve health outcomes and enhance community resiliency by empowering our members and communities to address the social determinants of health.

Our efforts within our Provider Network focus will be on:

- Providing Health Equity training for providers and office staff
- Developing capacity and/or assisting providers in data collection and analysis in support of health equity efforts
- Assess specific regional needs and identify areas of opportunity for our providers to expand access to services for our members

COMING SOON! Please stay tuned for upcoming opportunities related to the Equity and Practice Transformation Grant Program!

To contact our team, please reach out to: HealthEquity@khs-net.com

The Importance of Well Visits Toward Optimal Health

September is national peripheral artery disease awareness month:

It's a great time to inspire patients to come in for their yearly physicals, which include their individualized health screenings, baseline assessments, and disease management, like maintaining blood pressure under 140/90, and monitoring hemoglobin A1C levels. Education both in and out of your office is an excellent way to work together with our patients toward understanding whole person care. Using CPT II codes for CBP and HBD measures is an effective way to credit your team for the hard work they do, as well as decrease the volume of medical records you'll need to provide KHS come MCAS audit time. See the MCAS coding card here: [https://res.cloudinary.com/dpmykpsih/image/upload/ke rn-site-](https://res.cloudinary.com/dpmykpsih/image/upload/ke rn-site-353/media/550c4454248a4e8bbcc0b56c81984fad/mcas card_finalwebrev.pdf)

[353/media/550c4454248a4e8bbcc0b56c81984fad/mcas card_finalwebrev.pdf](https://res.cloudinary.com/dpmykpsih/image/upload/ke rn-site-353/media/550c4454248a4e8bbcc0b56c81984fad/mcas card_finalwebrev.pdf)

You can also connect with your Kern Family Provider Network representative and MCAS team to learn more about ways to reward members for taking care of themselves and get closer to your MCAS goals!

Meet our Health Equity Team!



Welcome to Our Newly Contracted Providers

- **Bakersfield Acupuncture Clinic**
Acupuncture
- **Expressable Speech-Language Pathology**
Speech Pathology
- **Guardian Angel Home Care of Bakersfield**
Home Health
- **KC Wellness Center**
PCP /Family Practice
- **Padilla Physical Therapy**
Physical Therapy
- **RT Transportation**
Transportation

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



MEMBERS SEEKING TO KEEP MEDI-CAL COVERAGE

Medi-Cal beneficiaries can complete their annual renewal online www.benefitscal.com or call KHS directly at (800) 391-2000 opt 9.

Under the member eligibility tab in the KHS Provider Portal, KHS has added an indicator so your office can identify which members are due to complete the renewal process. Please help us and ensure you are educating members at their visits of the importance of completing their renewal requirements or they will lose coverage. Below is a screenshot of what the Gap in Care will look like for a member who has not completed their Medi-Cal renewal.

Gaps in Care		
Status	Description	Last Visit
Due	Child and Adolescent Well-Care Visits	08/25/2022
Due	COVID-19 Vaccine	
Due	MCAL Renewal due by August 2023	

Flyers are available for your office to handout to members. Please contact your Provider Relations Representative for copies of the flyer.

For more details, please access **Member Medi-Cal Enrollment** bulletin dated 6/8/2023:

<https://res.cloudinary.com/dpmykpsih/image/upload/kern-site-353/media/e475c5df31b846b69fb7718dc8621b63/medi-cal-renewal.pdf>

Please reach out to provider relations for assistance in reviewing the Gaps in Care to determine if your assigned member is due for Medi-Cal renewal.

Recent Bulletins

- DHCS Screening and Transition of Care Tool
- Prop 56 Directed Payments for Family Planning
- Prop 56 Directed Payments for Private Services
- Prop 56 Directed Payments for Developmental Screening
- Directed Payments for Adverse Childhood Experiences Screenings
- Claris Health
- DHCS Educational Article Resources Available for Perinatal Mental Health
- Electronic Claims Submission Reminder
- Medi-Cal RX Temporary Lift of Labeler Restrictions for Suboxone Film

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

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

SAVE THE DATE

KHS Provider Claims Forum

October 18, 2023

6PM to 7PM

New Service: Claims Processors Available by Phone

- Providers can now speak directly to a KHS Claim Processor to address billing questions, concerns, denials, adjustments, and disputes to avoid the formal, time-consuming dispute process.
- Call **1-800-391-2000**
 - Option 5
 - Option 3, *Monday through Friday 8:00am - 5:00pm*
- To check status of a claim or to check the reason for a claim denial, answers can be found on the KHS Provider Portal or PaySpan Portal.