



## Vital Updates

### Hypertension Management and Clinical Network Oversight

Kern Family Health Care is proud to share our commitment of delivering high-quality, evidence-based, and patient-centered care with our providers.

In our Clinical Network Oversight Program, we have resources to collaborate on compliance requirements, improving patient outcomes, and aligning with national healthcare quality benchmarks.

One lead focus in our local network is hypertension. Hypertension remains a leading risk factor for heart disease and stroke, so collaborate with us in providing quality care and reducing health disparities by adhering to clinical practice guidelines.

KHS offers structured monitoring, performance feedback, and educational resources aimed to support our provider network in helping our members with hypertension, as well as to help improve clinical outcomes.

Together we can enhance care consistency, reduce complications, and promote better long-term health for patients by integrating evidence-based guidelines and leveraging data-driven insights. For more provider training and resources, [click here](#).



## BULLETINS

- [Medi-Cal: Eligibility Assistance for Medi-Cal Members Affected by California Wildfires](#)
- [Medi-Cal: Reversing Fee-for-Service Pharmacy Claims to Refund a Paid Claim](#)
- [Medi-Cal: Pediatric Integration for New Start Therapies and CSS Panel Authority](#)
- [Medi-Cal: Enteral Nutrition Prior Authorization Request Form](#)
- [Language Assistance Bulletin](#)
- [Timely Access Standards](#)



## New February Vendors

### ABA PROVIDER

- Novo Behavioral Services LLC
- Special Needs Network Inc.

### MENTAL HEALTH

- Kara Meeks (DBA: Mindful Resolution)
- Telemedicine Urgent Care Inc. (DBA: A Better Way Psychiatry)

welcome

## Non-Specialty Mental Health Services (NSMHS) Outreach and Education Plan

As part of our commitment to providing equitable access to all types of health care for our members, we have developed the Non-Specialty Mental Health Services (NSMHS) Outreach and Education Plan. The NSMHS Outreach and Education Plan is a first step to improving access to behavioral health care for Medi-Cal members with mild to moderate mental health needs. This initiative aligns with the California Advancing and Innovating Medi-Cal (CalAIM) framework and California Department of Health Care Services' All-Plan Letter 24-012 guidelines.

### Key Network Objectives



#### **Increasing Awareness and Accessibility to Mental Health Services:**

Ensuring our network of members and providers are well informed of NSMHS benefits, resources, and access pathways, emphasizing the “no wrong door” approach.



#### **Reduce Stigma and Promote Cultural Sensitivity:**

Providing training and sharing resources to support culturally and linguistically appropriate services and reduce barriers to seeking mental health care.



#### **Further Community and Stakeholder Collaboration:**

Partner with diverse groups such as Regional Advisory Committees, Tribal Partners, and the Community Advisory Committee, to shape services and their delivery methods to enhance member care.

### **Help actualize our mental health initiatives by:**

- Utilizing behavioral health resources and training tools available on our website.
- Participating in outreach and education activities to support member engagement in mental health care.
- Provide feedback to KHS to help refine strategies and address care challenges.

Together, we can enhance the health and well-being of our community by ensuring that mental health services are accessible, equitable, and effective. To learn more, please visit [here](#).

You can also contact the Behavioral Health Department at [behavioralhealthteam@khs-net.com](mailto:behavioralhealthteam@khs-net.com) or 1-800-391-2000 and silent prompt, option #7.

### **Our Support to our Providers**

- **Annual Behavioral Health Training:** Sharing tools to our providers for mental health screenings and referral workflows, and support for provide stigma-free care.
- **Comprehensive Communication Channels:** Sharing updates via newsletters, bulletins, and the KHS website to keep our provider network informed of policies, resources, and training opportunities.
- **Collaborative Engagement:** Enhance collaboration between primary care and behavioral health providers to streamline referrals and improve member outcomes.