## **Provider** Newsletter





- Genetic
   <u>Testing</u>
   <u>Referrals</u>
- Reminder Continuity of
   Care
- Provider
   Portal
   Transportation
   Tab Update
- Provider
   Claims
   Dispute
   Resolution
   Request





# Friendly Reminder on Appointment Waiting and Scheduling Policies

A friendly reminder that members should be offered appointments for covered health services within a time period appropriate for their condition. Members must be offered appointments within the following regulatory required timeframes:

Appointment Type	Standard
Urgent care appointment for services that do not require prior authorization	Within 48 hours of a request
Urgent appointment for services that require prior authorization	Within 96 hours of a request
Non-urgent primary care appointment	Within 10 days of a request
Non-urgent appointment with a specialist	Must offer the appointment within 10 business days of the request
Non-urgent follow-up appointment with a non-physician mental health care provider, for those undergoing a course of treatment for an ongoing mental health condition	Within 10 business days from prior appointment date
Non-urgent appointment for ancillary services for the diagnosis or treatment of injury, illness, or other health condition	Within 15 days of a request
Pediatric CHDP Physicals	Within 2 weeks upon request
First pre-natal OB/GYN visit	The lesser of 10 business days or within 2 weeks upon request

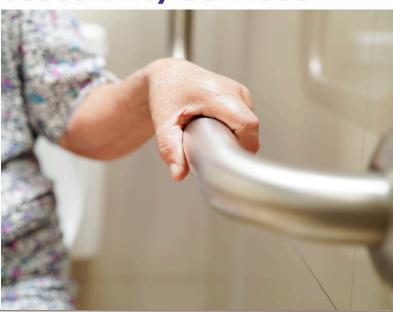
For more information please click <u>here</u>.



# Community Support Services (CSS) is now offering Environmental Accessibility Services

Environmental Accessibility is now available to eligible members, providing physical adaptations to their homes to enhance independence and reduce reliance on institutional care. Through a partnership with Habitat for Humanity, Community Support Services (CSS) is proud to offer this valuable service.

For more information on CSS, please visit our website **here**.





## Refer Patient with Asthma to KFHC's "Breathe Better" Class!

Kern Family Health Care offers the Breathe Better class, designed to help members manage asthma through education and practical resources. In these classes, participants learn essential asthma management skills, including understanding triggers and using asthma-friendly cleaning methods at home. Members who attend are eligible for incentives of up to \$30 in gift cards.

Have patients with asthma? Submit a referral today through the KHS Provider Portal! To learn more about our wellness and prevention classes program, click <a href="https://example.com/here/">here</a>.

Follow Us on Social Media!





### **Happy Holiday and Audit Season!**

As the holidays approach, so does the upcoming DHCS' MCAS audit in the new year! Here are key highlights to help your clinic prepare:

- **1. Medical Record Retrieval:** Our vendor, Cotiviti, will again be assisting Kern Family Health Care and providers in our network in retrieving records for key areas of care: Immunizations (Children/Adolescents), Lead Screening (Children), Cervical Cancer Screening, Chronic Disease Management (Hypertension, Diabetes), and Prenatal/Postpartum care.
- **2. Primary and Backup Contacts:** If your office hasn't yet designated a primary and backup contact for the audit season, please consider establishing these roles and responsibilities as soon as possible.
- **3. EMR Access:** To streamline the process, grant our audit team EMR access where possible. This will help minimize the need to fax records.
- **4. Staffing and Workflow Adjustments:** Consider if additional support or role adjustments are needed to facilitate records retrieval, especially if EMR access cannot be provided, in order to get records to us and Cotiviti. We're happy to support your team!
- **5. Demographic Information:** With each member's record, we ask that you please include a demographic sheet containing their name, date of birth, and the CIN (Client Identification Number) for verification purposes. The Client Identification Number is the first nine characters of the ID number on the beneficiary's Medi-Cal benefits ID card. This will serve as a critical secondary identifier and help prevent duplicate requests to ensure smooth processing.

For questions or support, please reach out to your Kern Family Provider Relations Representative or the MCAS Team. Here's to a seamless audit and a joyful holiday season ahead!



### **New November Vendors**

#### **CSS - HOUSING TRIO:**

Mercy House Living Centers

#### **CSS - MED-TAILORED MEALS:**

• Sunterra Produce Traders, Inc. (DBA: Project Food Box)

#### **DOULA:**

- Trinytei Alexia Aaron
- (DBA: Luxury Baby Concierge)

#### **HOME HEALTH:**

• Vista Home Health Services Inc.

#### **PATHOLOGY (HOSP BASED):**

• AW Pathology Medical Group Inc.

#### **PHARMACY:**

Carepharm Pharmacy #2

#### **SPECIALTY: GENERAL SURGERY**

• Premier Surgical Institute Inc.

#### **SPECIALTY: PODIATRY**

• Kyle Huber DPM LLC.

