



BULLETINS

- [Topical Fluoride Treatment Training](#)
- [Early and Periodic Screening, Diagnosis and Treatment Medi-Cal for Kids and Teens](#)
- [Medi-Cal: Important Update - GLP-1s for Weight Loss Are Not a Covered Benefit](#)
- [Medi-Cal: Updates to the Medi-Cal Rx Physician Administered Drug Policy](#)
- [Medi-Cal Rx Updates | 11/6/2025](#)



Vital Updates

NEW!

Dual Special Needs Plan (D-SNP)

Effective January 1, 2026, Kern Family Health Care (KFHC) will offer coordinated care for individuals eligible for both Medicare and Medicaid called **Kern Family Health Care Medicare (D-SNP)**. Learn more and find materials you can share with your patients by visiting our [Medicare webpage](#).



Enhancing Care through the Individualized Care Plan (ICP)

Through an *Individual Care Plan (ICP)*, KFHC Care Managers work closely with Primary Care Providers (PCPs) to improve care coordination and elevate quality of care.

What is an ICP?

An ICP is a tool that brings together the different care plans made by each doctor to address specific health problems. It serves as a shared guide for all health care team members when caring for the member, providing comprehensive information that makes important health details easy to access. The ICP brings health professionals to work together, using their different skills and expertise to meet common goals and hold each other accountable, providing better care to the patient.

What does an ICP consist of?

It may include the following details about a patient:

Medical and Behavioral Health History

Such as diagnoses, services received, prescribed medications, and treatment goals.

Contact details

For each member of their care team, including doctors, therapists, case managers, and social workers.

Information on Social Determinants of Health (SDOH) needs

Such as housing, transportation, employment, safety, food, childcare, etc.

Next steps

For the care team to take in supporting the individual's treatment plan.

Enhancing Care through the Individualized Care Plan (ICP) (Cont'd)

How does KFHC's Care Management take part in member's ICP?

Each KFHC Care Manager collaborates with the member to create a personalized care plan. This plan includes both short and long-term goals, identifies barriers to achieving those goals, and incorporates SMART goals. The Care Manager must complete and fax the care plan to a member's PCP within 60 days after a member is identified for Care Management.

The ICP is essential for ensuring patients receive continuous, high-quality care. By tailoring the plan to each patient's needs, it helps providers track progress, adjust treatments, and deliver more personalized care. This leads to better care and better outcomes over time, while improving coordination across different services and healthcare professionals.

For any questions or further details, don't hesitate to reach out to our **Population Health Management (PHM) Team at 1-661-426-7760 or 711 TTY/TDD, Monday through Friday, 8:00 a.m. to 5:00 p.m.** Thank you for your continued partnership with KFHC.

KFHC Bridge to Better Care Interpreter Training Program

On Saturday, October 25th, KFHC hosted its first-ever **Bridge to Better Care Interpreter Training Program**—a full-day, hands-on learning experience designed specifically for our bilingual provider staff, to strengthen language access and advance health equity across our community.

This innovative program reflects our ongoing commitment to ensuring that language is never a barrier to safe, respectful, and effective care.

Our bilingual provider staff play a critical dual role in the care experience. In many situations, when a patient arrives who speaks limited English, these staff members are called upon to interpret, bridging communication between patients and providers. Recognizing this essential role, KFHC asked an important question: *Why not provide the tools and resources to become more qualified interpreters—since they're already in an interpreter role?*

Through this specialized training, 26 bilingual provider staff members gained essential interpreting skills, cultural awareness, and medical terminology knowledge, empowering them to serve with greater confidence and professionalism, as a vital link between patients and providers.

To participate, attendees were required to take and pass the *Spanish Tier I Oral Exam* offered by Bakersfield College, demonstrating their Spanish language proficiency and readiness for professional interpreter training.



KFHC Bridge to Better Care Interpreter Training Program (Cont'd)

This prerequisite ensured that all participants entered the program with a strong foundation in language skills, setting the stage for a meaningful and rigorous learning experience.

Throughout the day, participants explored a wide range of topics designed to strengthen both technical expertise and cultural competency, including:

- **Language Access & Requirements** – Understanding why language matters and the laws that guide equitable access in health care.
- **Code of Ethics & Ethical Challenges** – Reviewing national standards and ethical frameworks from IMIA, NCIHC, and CCHI.
- **Interpreter Types & Credentials** – In-depth knowledge of interpreter categories, certification processes, qualifications, and credentialing requirements.
- **Localization Principles** – Engaging in interactive activities focused on culture, localization, and effective communication.
- **Interpreter Protocols & Skills** – Practicing interpreting stages, memory and message transfer skills, and professional note-taking techniques.
- **Medical Terminology** – Building a strong foundation in anatomy, medical tests, terminology, and abbreviations for accurate interpretation.
- **Professional Development** – Accessing valuable resources for ongoing growth as professional interpreters.

At the end of the session, each participant proudly received a Certificate of Completion, recognizing their hard work, dedication, and achievement. The energy, enthusiasm, and collaboration throughout the day reflected a shared commitment to improving communication and advancing health equity for all Kern Family Health Care members.

The success of the **Bridge to Better Care program** highlights Kern Family Health Care's dedication to serving the diverse communities of Kern County with equity, compassion, and excellence. By investing in our bilingual provider staff and empowering them through professional interpreter training, we are ensuring that every patient feels heard, understood, and cared for, regardless of the language they speak.



New December Vendors

CBAS

- Ashram Inc.

CHW & APS SERVICES

- Anabell Hernandez (DBA: Kern Core LLC) (CHW only)
- Vision y Compromiso

DERMATOLOGY

- MD Solutions Medical Corporation (DBA: Unified Health Care)

DOULA

- Aide Mendez (DBA: Brisas Within Doula Services)
- Guadalupe Oropeza (DBA: Rooted in Care Doula Services LLC)
- Valerie Marie Cuen

ENDOCRINOLOGY

- My Diabetes Tutor, Inc. (DBA: My Diabetes Tutor)

HOME HEALTH

- Meri Simonyan (DBA: The Doctor's Choice Home Health Care Inc.)

INFUSION THERAPY CLINIC

- Infusion4Health, Inc. (DBA: Infusion For Health)

RADIATION ONCOLOGY

- Artour Torossian MD Inc. (DBA: California Radiation Medicine Institute)

RHEUMATOLOGY

- Lancaster Rheumatology & Osteoporosis Center Inc.

Wishing
you a very merry,
HAPPY HOLIDAYS!

Thank you for an amazing year!

2025