



# PROVIDER *bulletin*

January 18, 2022

## **Member Services Call Center**

Dear Provider,

Kern Health Systems has updated the Member Services call center options for providers. When a provider calls into Member Services using 1-800-391-2000, providers can select option 5, a silent prompt, to enter into a provider queue. Once option 5 is selected, providers will have the option to speak with:

- Provider Relations Representative
- Claims Department
- Member Services Department

If you have any questions, please reach out to your Provider Relations Representative at 661-664-5000

Thank you,

Melissa McGuire  
Provider Relations Manager  
Kern Health Systems