Provider Newsletter





BULLETINS

- <u>Drug-Drug</u>
 <u>Interaction</u>
 <u>Amlodipine with</u>
 <u>Simvastatin or</u>
 <u>Lovastatin</u>
- Medi-Cal:
 Reminder –
 Verification
 Member Name
 on Claims
- Medi-Cal:

 Activation of
 Reject Code 16 –
 Medi-Cal Rx
 Program Integrity
 Unit
- Medi-Cal: 90-Day
 Countdown –
 Pediatric
 Integration of
 Members 21
 Years of Age and
 Younger
- Medi-Cal:
 Reminder Dual
 Eligible Special
 Needs Plan
 Deeming Periods
- Claris Health

VitalUpdates

Retro Authorizations Reminder



Retro Authorization requests should be submitted within **60 days** of the service date. To submit a Retro Authorization, log in to the KHS Provider Portal and select "**Retrospective**" from the request type drop-down menu. KHS Utilization Management will review your request for eligibility and medical necessity. Once approved, please submit the

claim promptly to avoid any timely filing issues. If a claim was previously submitted and denied due to no authorization, KHS will automatically reprocess it upon retro-authorization approval. Please allow 14 business days for processing.

Tobacco Cessation: Fresh Start



The Wellness and
Prevention Department offers
tobacco cessation education.
Fresh start is a 4-class series
that meets 1 time per week. In
our Fresh Start classes,
tobacco users learn how to
overcome addiction by
learning about triggers and
finding healthy alternatives.
The facilitators and other
members provide a
supportive environment for
members who want to quit



Tobacco Cessation: Fresh Start (Cont'd)

using tobacco products. Members are eligible for incentives (up to \$100 in gift cards) when they attend our classes. Learn more information about the Fresh Start program here. For these classes and for classes on nutrition, diabetes prevention and management, asthma management, submit your referral through the KHS Provider Portal today!





KHS Partners with Safe Haven and Premier Valley Medical Group to Support Community Needs

Safe Haven and Premier Valley Medical Group were both funded by the KHS 2023-2025 KHS Grants & Initiatives for food insecurity and a mobile unit. Safe Haven hosts a food pantry event every Tuesday from 10AM – 2PM, offering free food to local residents in need.

KHS collaborated with Safe Haven and Premier Valley Medical Group to provide crucial support to the California City community.

The group was able to bring their mobile unit to the pantry, offering essential health screenings to individuals while they waited in line for the food pantry. Thank you to our grantees for making a difference.





Practice Mental Wellness This Holiday Season: Embrace "The Pause"

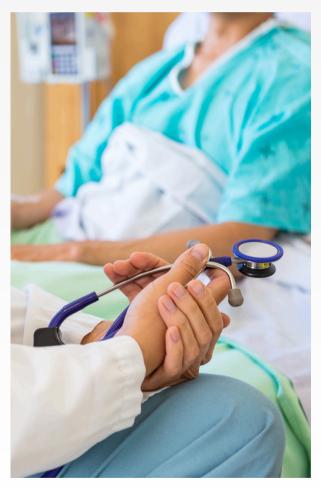
As the holidays approach, we invite you to consider "The Pause"—a simple yet profound practice of mental wellness for your patients, families, and yourself.

Developed by Jonathan Bartels, RN, "The Pause" is traditionally used after a patient's death to honor the deceased and provide closure for the medical team and loved ones. Over time, its use has expanded to include honoring victims of violence, significant losses (such as a job, relationship, or physical ability), or simply re-grounding during stressful situations.

How to Practice The Pause

The Pause can be practiced by anyone, at any age, in nearly any setting.

- In Clinical Practice:
 - When delivering life-changing news to a patient:
 - 1. "Would it be okay for us to take a moment of pause together to honor your situation?"
 - 2. Allow the patient or family to respond.
 - If they agree, lead with words such as: "We honor the strength your body has given you. We honor the life you have lived. We honor all the steps that have brought you to this moment. Let us silently take a moment to honor these things together."
 - Pause for 15–30 seconds of silence.
 - Conclude with a simple acknowledgment: "Thank you."



As a reminder, Kern Family Health Care offers a \$25 gift card to members who visit their provider within 30 days of an ER visit for mental health or substance use. To learn more about member rewards and how they support your MCAS goals, connect with your Kern Family Health Care Provider Network representative or MCAS team. Thank you for the care and dedication you bring to your patients every day.

New December Vendors

AMBULATORY SURGERY CENTER

• Blue Cloud Investment Holdings LLC (DBA: Visalia Children's Dental Surgery Center Inc.)

AUDIOLOGY/HEARING AID DISPENSER

• High Desert Audiology Inc.

CBAS

• JWCH Institute Inc. (DBA: Lancaster Adult Day Healthcare)

DME

Apria Healthcare LLC

DOULA

 Stephanie Hinzo (DBA: La Dolce Vida Doula Services LLC)

HOSPICE

- Circle of Friends Palliative Care Inc.
- My Choice Hospice LLC (DBA: Interim HealthCare Hospice of Palmdale CA)
- Sycamore Grove Healthcare LLC (DBA: Ardent Hospice of the Valley)

PCP/OPTOMETRY

• Tule River Indian Health Center, Inc.

TRANSPORTATION

• Ace Roadside Assistance Inc. (DBA: Ace Medical Transport)

