



KERN HEALTH SYSTEMS POLICY AND PROCEDURES			
<b>Policy Title</b>	Online Authorization Tool	<b>Policy #</b>	3.35-P
<b>Policy Owner</b>	Utilization Management	<b>Original Effective Date</b>	2011-12
<b>Revision Effective Date</b>	09/25/2024	<b>Approval Date</b>	5/30/2025
<b>Line of Business</b>	<input checked="" type="checkbox"/> Medi-Cal <input type="checkbox"/> Medicare <input type="checkbox"/> Corporate		

## I. PURPOSE

To define the process for provider access and usage of the Kern Health System (KHS) online authorization tool via the KHS Provider Portal.

## II. POLICY

- A. Kern Health Systems (KHS) has developed an online authorization tool which contracted providers can use to electronically submit requests for authorization to the KHS Utilization Management Department. The online authorization tool is designed to minimize potential confidentiality and privacy issues which may occur with paper driven systems.
- B. KHS contracted providers are educated and supported by the KHS Provider Network Management on how to utilize the tool in accordance with KHS policy. Training is conducted via hands on training and the KHS Provider Manual.

## III. DEFINITIONS

TERMS	DEFINITIONS
Online Authorization tool	An interface referred to as the KHS Provider Portal which is accessed and used by a contracted provider or contracted provider's designee to input patient information and electronically submit referrals to the KHS Utilization Management Department

## IV. PROCEDURES

### A. Health Systems Responsibilities

1. The online authorization content is managed by KHS' Utilization Department and maintained by KHS' Management Information Systems Department for the benefit of its

contracted providers.

2. KHS agrees to provide to contracted providers a link to the online authorization tool, a single administration account, and training regarding the use and functionality of the system.
3. KHS Provider Relations Representatives will be the single point of contact for problems that occur with the usage of the online authorization tool where access and usage problems are isolated to the software functionality.
4. Support is available Monday through Friday during normal business hours of 8:00 am to 5:00 pm Pacific Standard Time (PST) for both technical and referral issues at 1-800-391-2000. After hours, weekend and observed holiday support is available by contacting the On Call Case Manager at 1-661-331-7656 to allow for verbal or alternative methods of submission to assist contracted providers with referral request if online submission issues arise.

## **B. Contracted Provider Responsibilities**

1. The contracted provider is responsible for the limitations and/or restrictions of the online authorization tool functionality due to incapability with the contracted provider's computer hardware and software.
2. The contracted provider shall be responsible for any internet configuration compatibility conflicts that may arise from use of the online authorization tool.
3. The contracted provider accepts sole responsibility for the setup of all additional accounts for use by the provider or a designee of the provider including any third-party administration service.
4. The contracted provider takes sole responsibility for the usage of the online authorization tool and for the access granted by said provider, or those acting on behalf of the provider in the capacity of administrator.
5. The contracted provider understands and agrees to abide by KHS' privacy and security policy.<sup>i</sup>
6. Under State and Federal privacy laws, use of all provider utilities on this site are limited to KHS contracted or authorized providers, and is restricted in accordance with and subject to KHS privacy and security policy 7.11-P. The provider utilities and this site are further restricted to only allow a provider to use that information that is minimally necessary to deliver health care services for members of KHS Medi-Cal plans.
7. The contracted provider understands and agrees to abide by the Referral and Authorization Process Policy 3.22-P in reference to online authorization submission<sup>ii</sup>. The referral and authorization process will conform to the requirements outlined in the following statutory,

regulatory, and contractual sources:

## V. ATTACHMENTS

Attachment A: N/A

## VI. REFERENCES

Reference Type	Specific Reference
Other KHS Policies	<sup>i</sup> KHS policy #2.28-P, Medical Records and Other Protected Health Information – Privacy, Use, and Disclosure
Other KHS Policies	<sup>ii</sup> KHS Policy 3.22-P Referral and authorization Process 11-2011
Regulatory	California Health and Safety Code §1363.5; 1367.01; 1371.4; 1374.16
Other KHS Policies	KHS Provider Manual: <a href="https://www.kernfamilyhealthcare.com/providers/provider-resources/manuals-and-forms/">https://www.kernfamilyhealthcare.com/providers/provider-resources/manuals-and-forms/</a>
Other KHS Policies	KHS privacy and security policy 7.11-P
Other KHS Policies	Referral and Authorization Process Policy 3.22-P

## VII. REVISION HISTORY

Action	Date	Brief Description of Updates	Author
Revised	2017-02	Policy reviewed with administration updates only	-
Retired	2011-12	KHS policy #2.28-P, Medical Records and Other Protected Health Information – Privacy, Use, and Disclosure KHS Policy 3.22-P Referral and authorization Process 11-2011	-

## VIII. APPROVALS

Committees   Board (if applicable)	Date Reviewed	Date Approved
Choose an item.		

Regulatory Agencies (if applicable)	Date Reviewed	Date Approved
Choose an item.		

<b>Chief Executive Leadership Approval *</b>		
<b>Title</b>	<b>Signature</b>	<b>Date Approved</b>
Chief Executive Officer		
Chief Medical Officer		
Chief Operating Officer		
Chief Financial Officer		
*Signatures are kept on file for reference but will not be on the published copy		



# KERN HEALTH SYSTEMS

## Policy and Procedure Review

**KHS Policy & Procedure:** 3.35-P Online Authorization Tool

**Last approved version:** 2024-09

**Reason for revision:** Per annual policy routine review.

Director Approval		
Title	Signature	Date Approved
Christine Pence Senior Director of Health Services – Utilization Management		
Dr. Maninder Khalsa Medical Director Utilization Management		
Amanda Gonzalez Director of Utilization Management		
Amisha Pannu Senior Director of Provider Network		
Nate Scott Senior Director of Members Services		

Date posted to public drive: \_\_\_\_\_

Date posted to website (“P” policies only): \_\_\_\_\_

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