



PROVIDER *bulletin*

June 1, 2021

After Hours Interpreting Services Bulletin

Dear Provider:

Kern Health Systems (KHS) is committed to providing quality health care to our culturally and linguistically diverse member population. To assist providers in better communicating with members who are limited in their English proficiency (LEP), KHS telephonic Interpreting is available for KHS providers 24 hours a day, 7 days a week. Prior to calling, providers should have the **Member Name, Member ID and Language** needed to request an interpreter.

During KHS business hours:

1. Call 1-800-391-2000
2. Select option 1 for the Member Services Department
3. Inform the Member Services Representative of the need for an interpreter and they will connect you to an interpreter.

After KHS business hours:

1. Call 1-800-391-2000
2. Select option 2 for the Advice Nurse Line
3. Select option 3 to access an interpreter
4. Inform the Advice Nurse Line of the need for an interpreter and you will be connected to an interpreter.

Please note that the Advice Nurse Line does not have specific information on individual health plan benefits and cannot discuss any health plan benefits.

For additional information, please contact Cynthia Cardona, C&L Administrative and Support Supervisor at (661) 617-2498.

Thank you,

Melissa Lopez
Provider Relations Manager

