



MAY 2022

Hot Topics!

- **Discrimination Grievance** -The Department of Health Care Services (DHCS) has adopted a grievance procedure providing for the resolution of complaints alleging unlawful discrimination. Any member who believes they have been subject to unlawful discrimination in the Medi-Cal program may file a grievance under this procedure. If a member files a discrimination, the provider will be required to submit the following: **Response, Medical Records (if applicable), Office discrimination policy, Date of the next discrimination training, and history of discrimination training within the last year.** All of the above requested information must be returned within 10 calendar days from receipt of request for response. [discrimination-grievance-procedures \(ca.gov\)](#)
- **Eligibility** – Please Remember to Check Eligibility Every Visit. KHS has multiple ways to check eligibility including:
 - KHS Provider Portal
 - DIVA 661-664-5185
 - AEVS 800-456-2387
- **Prior Authorization** – The KHS Prior Authorization List gets updated monthly, be sure to check prior to rendering services. The list can be found under the Provider Resources section of the Provider Tab of the KHS website:
<https://www.kernfamilyhealthcare.com/clientfiles/getfile/PA-List.pdf>

Recent Bulletins

- Pharmacy Transition Update/MCRx
- CalAIM Incentive Funding (IPP)
- ABA
- Prior-Retro Authorization Request and Claim Disputes
- MCRx Temporary Edit Suspension
- MCAS Record Retrieval
- Utilization Review
- Medi-Cal Adult Eligibility Expansion

KHS uses Provider Bulletins to communicate updates and regulatory requirements with our contracted providers/facilities.

To Access all KHS Bulletins, please visit the Provider section of the KHS website:

<https://www.kernfamilyhealthcare.com/providers/bulletins/>

Welcome to Our Newly Contracted Providers!

- **Alfred J. Cappola Jr, MD Inc.** *Orthopedic Surgery*
- **Atlas Urgent Care** *Walk-in Clinic*
- **WS Audiology California PC** *Hearing Aid Dispenser*
- **ConferMED of California PC** *E-Consults (Peer to Peer)*
- **Gastro Care Institute** *Gastroenterology/Pathology*
- **U.S. DeSilva, MD, A Medical Corporation** *Pain Management*

For more information on all contracted KHS providers, you can visit our online provider directory at:

<https://www.kernfamilyhealthcare.com/members/find-a-doctor-hospital-or-clinic/>

For more information on any of the topics above, or any question, please contact your Provider Relations Representative at 1-800-391-2000, or visit the KHS website at www.kernfamilyhealthcare.com