

PROVIDER Bulletin



KERN HEALTH SYSTEMS

June 14, 2022

APL 22-002 Alternative Format Selection for Members with Visual Impairments

Dear Provider,

The Department of Health Care Services (DHCS) released APL 22-002 on March 14, 2022, which provides information to ensure members who have a visual impairment or other disability are afforded the opportunity to receive written material in alternative formats. The Americans with Disabilities Act (ADA) requires public entities make programs, services, and activities accessible to individuals with disabilities including visual impairment.

Examples of Alternative Format Selections (AFS) include:

- Large Print (no less than 20-point Arial font)
- Audio Format
- Accessible Electronic Format
- Braille

As a Kern Health Systems (KHS) contracted provider, you are required to document any new AFS that you receive from Kern Family Health Care members at the time of the request. To enter the member's selection into the AFS online screen, please visit:

<https://afs.dhcs.ca.gov/>; or to utilize the AFS Helpline, please call: AFS helpline: 1-833-284-0040. For instructions regarding how to submit AFS data online, please visit

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2022/Alternative-Format-Selection-Application-User-Guide.pdf>

If you need assistance or would like to have KHS enter the AFS on your behalf, please contact Member Services at 1-800-391-2000.

KHS offers training on the effective communication requirements of Title II of ADA:

https://res.cloudinary.com/dpmykpsih/image/upload/kern-site-353/media/1534/better_communication_better_care_-_provider_tools_to_care_for_diverse_populations.pdf

You can also visit the KHS website at www.kernfamilyhealthcare.com, click on Providers, then Cultural and Linguistic Services to locate training material:

- Cultural Competency Training
- Effective Use of Interpreters Training

If you need any additional training or technical assistance on local alternative format vendors and how to provide accessible documents, you can contact the KHS Cultural and Linguistics Department at 1-800-391-2000.

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KHS is also required to capture a members request for AFS. This data will be available to contracted providers on the KHS Provider Portal. Please login to the KHS Provider Portal: <https://provider.kernfamilyhealthcare.com/v3app/publicservice/loginv1/login.aspx?bc=1215a844-d81f-4be0-ac1c-92dd137dd90c&serviceid=05411915-5bc6-4527-97a6-45b09eecbde3>

Select:

- Provider Practice
- Click Here to Proceed
- Enter Member's CIN or MEM # and Date of Birth
- View Report
- Gaps in Care

If the member has chosen an alternative format, you will see an alternative format indicated under measure:

Measure	Measure Description	Submeasure
Alternative Format Selection for Members with Visual Impairments - Large Font	Alternative Format Selection	AFS 1 Event

Please review this section of the portal for every member and if an alternative format has been selected, all member communications must be provided in the format selected.

If you have any additional questions, please contact your Provider Relations Representative at 1-800-391-2000.

Thank you,
Melissa McGuire
Deputy Director of Provider Network