PROVIDERBulletin

KERN HEALTH SYSTEMS

December 8, 2022

System Upgrade – Provider Portal

Dear Provider,

Kern Health Systems will be performing a system upgrade during the time period listed below. During this time **all** systems will be unavailable. This means the provider portal will not be available for checking eligibility, claim status, or submitting authorizations.

Scheduled Upgrade Periods

Friday December 9, 2022, beginning at 1:50pm through Sunday December 10th at 10:00pm

KFHC is requesting all users to be logged out of the Provider Portal by 1:50pm tomorrow December 9th.

As a reminder, eligibility needs to be checked every visit and can be checked using the alternative resources listed below:

- **DIVA** (661-664-5185)
- **AEVS** (800-456-2387)
- **Medi-Cal website** https://www.medi-cal.ca.gov/MCWebPub/Login.aspx

If above options are unavailable:

- **KFHC Member Services Department** (800-391-2000) Option 5. Please note, this option is only available during regular business hours M-F 8:00am – 5:00pm

If you have an urgent authorization that needs to be submitted please fill out the Prior Authorization form located on our website at: Manuals and forms | Kern Family Health Care

Our Utilization Management Contact Information is:

- Utilization Management Phone Number 661-664-5083
- Utilization Management Fax Number 661-664-5190

KHS posts all bulletins on the KHS website, www.kernfamilyhealthcare.com, choose Provider, then Bulletins. For any general questions, please contact your Provider Relations Representative at 1-800-391-2000.

Sincerely,

Melissa McGuire
Deputy Director of Provider Network
Kern Health Systems