

**BULLETINS**

- [Cooling Centers—Transportation](#)
- [Change Healthcare Outage](#)
- [Medi-Cal: Code I Diagnosis Requirement For Chronic Weight Management](#)
- [Population Health Management Referral Process](#)
- [Language Assistance](#)
- [Medi-Cal RX—Billing Tips for Diabetic Test Strips & Lancets and Dual Eligible Beneficiaries](#)
- [LTC/SNF Billing](#)
- [DHCS Educational Article Aspirin for Primary Prevention of Cardiovascular](#)

**Hot Topics****DIVA Automated Eligibility Look-Up**

Kern Health Systems (KHS) has updated the DIVA Line to provide callers with Other Health Care Coverage and KHS Eligibility Effective Dates.

KHS network providers can search for members and check their eligibility by using the member's Kern Family Health Care (KFHC) Identification Number (MEM) or Medi-Cal Identification Number (CIN).

**The DIVA line helps you verify:**

- Eligibility – DIVA will provide eligibility status and the KHS effective dates.
- Other Healthcare Coverage – DIVA will provide other health coverage names and effective dates.
- Assigned Provider Name and PRV#.

To access the DIVA Line, please dial:

- (661) 664-5158 or;
- 1 (800) 391-2000, Option 5 (silent prompt).

Please note that all calls made to our Member Services Department regarding verifying member eligibility will now be redirected to the DIVA automated line.

A kind reminder that network providers can also verify member eligibility via the Provider Portal by [clicking here](#).

Thank you!

August Highlights From Your Quality Improvement Team



August is packed with effective awareness campaigns that emphasize the importance of providing patients with certain types of care.

This month marks the beginning of the 14th Annual National Breastfeeding Month. This year's campaign is to "Nourish, Sustain, Thrive", according to usbreastfeeding.org. This year's celebration highlights the importance of protecting, promoting, and supporting lactation. It also honors the amazing work done to ease the process for new parents.

It is especially important for newly postpartum individuals and their infants to have access to lactation education and support. Let's celebrate mothers and lactating parents and work together to protect and promote human milk feeding in any form caregivers can sustain! Both Members and Providers can earn rewards for well-baby visits from 0-30 months and postpartum up to 12 weeks after delivery.

August is also National Immunization Awareness Month! This is a great time to discuss routine vaccinations with your patients and parents at their well-child visits, especially during the back-to-school season, and also throughout the year. [Click here](#) to view resources from the CDC that you can use while discussing immunizations with your patients.

Don't forget! Member rewards are available for well visits:

- \$160 total for eight well visits newborn through age 30 months, and;
- \$25 for each yearly wellness exam for our members ages 3 through 21.
- Provider incentives also apply.

The CDC also offers numerous [Vaccine Education materials](#), and provides [proven strategies](#) to encourage parents and patients to stay up to date on vaccines.

As always, please feel free to connect with your Kern Family MCAS team or Provider Relations Representative for more information on our member and provider incentives, as well as additional support for your practice!

New August Vendors

COMMUNITY SUPPORT SERVICES

- Habitat for Humanity Golden Empire

DME

- Kestra Medical Technology Services

ECM/CASE MANAGEMENT

- Centric Health

HOME HEALTH:

- Friendly Nurses Home Health Care

HOSPICE:

- Compassionate Care Hospice
Central California

ICF/DD

- Positive Directions

IM/SNFist

- Parvez Memon, MD

PCP FAMILY PRACTICE

- Valley Health Primary Care

LAB AND DRAW STATION

- Diagnostics Laboratory Science

SPECIALTY

- RT INDUSTRIES

TRANSPORTATION

- CA Divine Right Transportation
- RT Industries

Join and Provide Feedback for the Upcoming HEAL Meeting!

The KHS Health Equity Office (HEO) is in the process of scheduling the first Health Equity and Learning (HEAL) meeting. As a valued provider, your insights and experiences are crucial in shaping the future of our health equity initiatives.

Purpose: The HEAL aims to gather direct feedback from providers to shape training programs, share resources, and explore opportunities for expanding access and services that align with health equity initiatives.

Action Required: If you are interested in joining the HEAL meeting, please email Marilu Rodriguez, Marilu.Rodriguez@khs-net.com and we will send you an email containing the doodle form to select your preferred meeting date. Kindly provide your response by August 13th.

For your convenience, the first meeting will be held virtually. Your participation in this meeting will help us ensure that our efforts are impactful and truly reflective of the needs of our providers, members and our community. If you have any questions or need further information, feel free to reach out to us at HealthEquity@khs-net.com.

Thank you for your continued commitment to providing all of our members with the highest levels of care.

-Health Equity Office

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