

PROVIDER Bulletin



KERN HEALTH SYSTEMS

December 12, 2022

KHS Provider Portal Upgrade

JIVA Outpatient / Inpatient Authorizations:

KHS performed a system upgrade over the weekend. Please note, going forward when submitting an outpatient or inpatient authorization you will select the following drop-down option depending on if you search with the members CIN or MEM ID numbers.

Under Member Type ID:

- If searching by **CIN** number, please select **Alternate ID**
- If searching by **KHS MEM ID**, please select **Eligibility ID**

Client	<input type="text"/>
Member ID Type	<input type="text" value="Eligibility ID"/>
Member ID	<input type="text" value="--Select One--"/> <input type="text" value="Alternate ID"/> <input type="text" value="State ID"/> <input type="text" value="Eligibility ID"/>

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