



PROVIDER *bulletin*

April 18, 2022

Prior/Retro Authorization Requests and Claims Disputes

Dear Provider:

In an effort to ensure network providers are aware of the prior authorization, retro authorization, and claims disputes processes, Kern Health Systems (KHS) would like to share the information below.

Prior Authorization:

Services or specialties requiring prior authorization are located on the KHS provider portal as well as on the KHS website:

<https://www.kernfamilyhealthcare.com/clientfiles/getfile/PA-List.pdf>

Kern Health Systems does make updates to the prior authorization list so please visit the KHS website on a monthly basis to confirm if services require prior authorization.

Prior authorization requests **must** be submitted through the KHS portal.

Failure to obtain prior authorization will result in a denial when billing for the service rendered.

Retro Authorization:

In the event an urgent or emergent service is rendered to a patient without obtaining prior authorization, a retrospective authorization can be requested.

All retro authorization requests must have the medical records attached to the request. If the retro-authorization is approved, with the approval submit your claim as quickly as possible to avoid timely filing issues.

Retro-authorizations must be submitted through the KHS Provider Portal authorization process. If submitted via claims, the claim will be denied as no authorization exists.

Claims Disputes:

In the event your office did not obtain a prior authorization, or a retro authorization and your billed claim was denied for no authorization, you have the right to send a claim dispute. A claim dispute must include:



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- All pertinent medical records
- A KHS Claims Dispute Form
- **A detailed cover sheet explaining why the services should be considered for payment and why a prior authorization was not obtained**

NOTE that the dispute will be upheld if a reason is not provided as to why a prior authorization was not obtained nor a submission for retro authorization within the appropriate timeframes.

If you need training on the KHS Provider Portal, please contact your Provider Relations Representative.

KHS posts all bulletins on the KHS website, www.kernfamilyhealthcare.com, choose Provider, then Bulletins.

For additional information, please contact your KHS Provider Relations Representative at (661) 664-5000.

Thank you,

Melissa McGuire
Provider Relations Manager