

PROVIDER Bulletin



KERN HEALTH
SYSTEMS

May 6, 2025

Update: Limitation on New Telehealth Behavioral Health Provider Applications

Dear Provider,

Kern Health Systems (KHS) is currently experiencing an influx of telehealth and tele-remote provider applications for Behavioral and Mental Health Services. KHS is currently at capacity for tele-remote providers. As a result, we are temporarily limiting the acceptance of new applications—both from prospective (new contract) provider groups and from existing contracted groups adding new providers—to those who can offer in-person appointments.

Effective immediately, all applications must meet the following criteria:

- **Office Address:** Must be in Kern County or surrounding areas including Taft, Delano, Lost Hills, Wasco, Shafter, Kernville, Lake Isabella, Wofford Heights, Ridgecrest, Tehachapi, California City, Mojave, Boron, Rosamond, Palmdale, Lebec, Frazier Park, Lamont, and Arvin.
- **Provider's Home Address:** Must also be located within Kern County or the surrounding areas.
- **Appointment Options:** Must offer in-person appointments at least three (3) days per week.

We understand that telehealth continues to be an important modality for care, especially in the behavioral health space. However, to ensure balanced access across service types and maintain quality and continuity of care, in-person service availability is essential in our provider network.

[Provider Bulletins](#) are available on the [KHS website](#). Please visit the site regularly to stay informed about the latest updates and announcements.

If you have any additional questions, please contact your Provider Relations Representative at 1-800-391-2000, silent prompt option #5.

Sincerely,

Kristie Onaindia
Provider Relations Manager
Kern Health Systems