

# PROVIDER Bulletin



**KERN HEALTH  
SYSTEMS**

December 16, 2025

## **Medicare (D-SNP) Provider Portal**

Dear Provider,

**The Kern Family Health Care Medicare (HMO D-SNP) (KFHCM) Provider Portal is a separate website/login from the Kern Family Health Care Medi-Cal Provider Portal.**

The KFCHM Provider Portal is hosted by Universal Health Care through their EZ-Net Portal:  
<https://eznetportal.universalhealthcareipa.com/>

Documents related to the provider portal, including instructions and registration forms have been uploaded to the Provider Resources section of Kern Health Systems (KHS) website: <https://www.kernfamilyhealthcare.com/providers/provider-resources-dsnp-medicare/manual-and-forms/>

Existing users with EZ-Net accounts will be able to request access to add the Kern Family Health Care Medicare (HMO D-SNP) Plan to their current account. Applicable forms and instructions are available on the Provider Resources section linked above:

- **Existing User Provider Portal Set-up Instructions**
- **EZ-Net Portal Access Add on Form**

New users without existing EZ-Net accounts will need to request access as outlined in the instructions on the Provider Resources section linked above:

- **New User Provider Portal Set-Up Instructions**
- **Provider Portal User Access Form**
- **Provider Portal User Guide**

The D-SNP provider portal may not be available/fully operational until January 1, 2026, but we encourage you to review the posted materials in advance.

Please note, requests for member transportation should continue to be submitted through the existing KFHC Medi-Cal portal.

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For any questions related to the KFHCM provider portal, please reach out to [customer\\_service@uhcmso.com](mailto:customer_service@uhcmso.com) or 1(866) 661-3767.

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 #5.

Sincerely,

Kristie Onaindia  
Provider Relations Manager  
Kern Health Systems