



KERN HEALTH SYSTEMS

June 25, 2025

Medi-Cal Renewals

Dear Provider,

As a reminder, Kern Family Health Care (KFHC) members are required to complete the Medi-Cal renewal process through Kern County Human Services to maintain their health coverage. This annual renewal ensures continued eligibility and prevents any disruptions in access to care, services, or benefits.

With most of the eligibility flexibilities granted during the Public Health Emergency (PHE) set to expire by June 30, 2025, significantly fewer members will be automatically renewed through the ex parte process, also known as “happy path.” As a result, more KFHC members will be required to complete the **manual Medi-Cal redetermination process**.

Providers can determine if a member is due for their Medi-Cal Renewal by logging into the KFHC Provider Portal, under the member eligibility tab. Please follow the steps below:

1. Go to www.kernfamilyhealthcare.com
2. Click on “Provider Portal”
3. Enter your username and password
4. Click on “Members”
5. Enter member information
6. The screenshot below demonstrates what the Gap in Care section will look like for a member who has not completed their Medi-Cal renewal.

Gaps in Care

| Status | Description | Last Visit |
|-----------|-----------------------------------|------------|
| Completed | Cervical Cancer Screening | |
| Due | COVID-19 Vaccine | |
| Due | MCAL Renewal due by June 10, 2023 | |



Medi-Cal beneficiaries can complete their annual renewal and report changes to their Medi-Cal case online by creating an online account, using the link below:

- <https://benefitscal.com/>

KFHC members may also call us at 1-800-391-2000 for assistance with the renewal process, Monday – Friday, 8am-5pm. Please visit the [KFHC website](#) for a list of all locations a KFHC member can visit if they need assistance with completing their Medi-Cal renewal packet.

[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