



February 2023

### Hot Topics!

**Timely Access:** Timely access standards ensure members receive necessary care within an appropriate timeframe. Both KHS and regulators will regularly conduct timely access surveys to measure Plan and Provider Compliance. KHS strongly encourage you to participate in any access surveys if contacted. For more information on Plan access standards

[https://res.cloudinary.com/dpmykpsih/image/upload/kern-site-353/media/676f7a9285844735bbd3e0ce4a2a1bc0/access-survey-bulletin-1\\_11\\_2023.pdf](https://res.cloudinary.com/dpmykpsih/image/upload/kern-site-353/media/676f7a9285844735bbd3e0ce4a2a1bc0/access-survey-bulletin-1_11_2023.pdf)

**Baby Steps Program:** The goal of the Baby Steps Program is to encourage timely and routine prenatal care among pregnant members to achieve healthy pregnancies and healthy babies. KHS has developed the Baby Steps Program to support our pregnant and postpartum members by providing personalized pregnancy health guides, phone calls, and helpful webpages and brochures. In addition, we partner with community agencies and organizations to provide additional assistance to our members.

**Baby Steps Program page on KFHC website:**

<https://www.kernfamilyhealthcare.com/members/health-and-wellness-services/baby-steps-program/>

**2023 Community Supports Services:** Has started offering three new services:

**Medically Tailored Meals:** The program helps members who experience chronic conditions achieve their nutritional goals by providing healthy meals or supportive nutritional counseling.

**Respite (caregiver):** This program finds volunteers or paid caretakers to provide in-home services for members' caregivers, either occasionally or on a regular basis. These services are non-medical in nature

**Sobering Centers:** The program is used as an alternative destination for individuals who are found to be publicly intoxicated and would otherwise be transported to an emergency department or jail.

**ECM Update:** The ECM benefit was opened to two new populations of focus as of January 1<sup>st</sup>, including Individuals at risk of Institutionalization and/or would qualify for long-term care and Nursing Facility Residents who want to transition to the community setting and are strong candidates for a successful transition. Please remember that as a provider, you can refer any of your Kern Family patients for ECM services through the provider portal by completing the ECM Screening Assessment PP.

### Recent Bulletins

- Billing Guide for Pharmacies
- Medi-Cal RX Reinstatement of Phase II-IV
- Claims Billing Bulletin
- Medi-Cal RX NCPDP Reject Code 88
- California Flooding Cleanup Assistance
- Save The Date -Provider Partnership Meeting
- Long Term Care Carve-In

KHS uses Provider Bulletins to communicate updates and regulatory requirements with our contracted providers/facilities.

To Access all KHS Bulletins, please visit the Provider section of the KHS website:

<https://www.kernfamilyhealthcare.com/providers/bulletins/>

For more information on any of the topics above, or any question, please contact your Provider Relations Representative at 1-800-391-2000, or visit the KHS website at [www.kernfamilyhealthcare.com](http://www.kernfamilyhealthcare.com)