

PROVIDER Newsletter



KERN HEALTH
SYSTEMS

December 2022

Hot Topics!

Members Rewards Increase: To support our providers in effectively managing the health and well-being of our members, effective November 1, 2022, KHS has significantly increased the reward values members can earn by getting select preventive health services within the Managed Care Accountability Set (MCAS). A complete description of the member rewards program can be found on the Kern Family Health Care website

www.kernfamilyhealthcare.com/members/health-and-wellness-services/members-rewards-programs/

Stay Informed on Medi-Cal Updates:

DHCS encourages providers to subscribe to the [Medi-Cal Subscription Service \(MCSS\)](#) to receive the *Medi-Cal Update* bulletin and stay up-to-date on the latest Medi-Cal news:

<https://camcss.powerappsportals.com>

Health and Wellness Service Notice: Winter Flu Season

<https://www.kernfamilyhealthcare.com/members/facts-about-influenza-flu/>

Billing Updates- PM330 forms submitted must be fully legible. Medi-Cal links below on the website provide correct completion of PM330. Illegible copies will result in denial of claim.

https://files.medi-cal.ca.gov/pubsdoco/forms/PM-330_example.pdf

<https://files.medi-cal.ca.gov/pubsdoco/publications/Masters-MTP/Part2/ster.pdf>

Recent Bulletins

- CCS – Physical Therapy
- MMCE Phase II Dual Eligible
- Balance Billing
- Monkeypox Testing
- Medi-Cal RX Diabetic Suppl Processing Update
- 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/>

Prior/Retro Auth and Claims Disputes information

[https://res.cloudinary.com/dpmykpsih/image/upload/kern-site-](https://res.cloudinary.com/dpmykpsih/image/upload/kern-site-353/media/afdc7e84702f4e9badd50d993c426d5b/prior-retro-authorization-requests-and-claims-disputes.pdf)

[353/media/afdc7e84702f4e9badd50d993c426d5b/prior-retro-authorization-requests-and-claims-disputes.pdf](https://res.cloudinary.com/dpmykpsih/image/upload/kern-site-353/media/afdc7e84702f4e9badd50d993c426d5b/prior-retro-authorization-requests-and-claims-disputes.pdf)

Member Services Call Center: 1-800-391-2000

Option 5 will give you an option to speak with:

- Member Services Department
- Claims department
- Provider Relations Representative

Welcome to Our Newly Contracted Providers!

- **Best Non-Emergency Medical Transport Services**
Transportation
- **Hina's Mercy Southwest Pharmacy**
Pharmacy/DME
- **Valley Pharmacy**
Pharmacy/DME
- **Community Health Centers of America**
Primary Care

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