

# PROVIDER Bulletin



## KERN HEALTH SYSTEMS

April 5, 2024

### **DIVA – Automated Eligibility Look-Up**

Dear Provider,

Kern Health Systems (KHS) has updated the DIVA Line to provide callers with **Other Health Care Coverage** and **KHS Eligibility Effective Dates**. KHS network providers can search for member's and check eligibility using the member's KFHC identification number (MEM) or Medi-Cal identification number (CIN).

To access the DIVA Line, dial: **661-664-5185** or **1-800-391-2000, Option 5 (silent prompt)**.

The DIVA line allows you to verify:

- Eligibility – DIVA will provide eligibility status and the KHS effective dates.
- Other Healthcare Coverage – DIVA will provide other health coverage name and effective dates.
- Assigned Provider Name and PRV#.

Please note all calls made to the KHS Member Services Department regarding verifying member eligibility will now be directed to the DIVA automated line.

As a reminder, network providers can also verify member eligibility via the Provider Portal please see link below:

- <https://provider.kernfamilyhealthcare.com/v3app/publicservice/loginv1/login.aspx?bc=1215a844-d81f-4be0-ac1c-92dd137dd90c&serviceid=05411915-5bc6-4527-97a6-45b09eecbde3>

If you need assistance with accessing the Provider Portal or need login information, please contact your Provider Relations Representative at 1-800-391-2000.

KHS posts all bulletins on the KHS website, [www.kernfamilyhealthcare.com](http://www.kernfamilyhealthcare.com), choose Provider, then Bulletins.

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

Sincerely,

Kristie Onaindia  
Provider Relations Manager  
Kern Health Systems