

PROVIDER Bulletin



KERN HEALTH
SYSTEMS

September 12, 2024

Reminder: Continuity of Care

Dear Provider,

As a reminder, Continuity of Care (CoC) allows members to continue receiving covered services from a provider whose contract has been terminated, up to a maximum of 12 months upon request. The Utilization Management (UM) Department will work with the terminated provider to facilitate a safe transfer of care to a contracted provider, either as soon as feasible or if an agreement cannot be reached with the terminated provider.

CoC authorization is required for the following conditions upon a member's request:

Health Condition	Time Period
Acute Conditions	For the entire duration of the condition
Serious Chronic Conditions	For the time necessary to complete a course of treatment and arrange for a safe transition to another provider <i>This period is limited to 12 months from the contract termination date and is determined by KHS in consultation with the member and the terminated provider, consistent with professional standards.</i>
Pregnancy and Postpartum	For the duration of the three trimesters and the immediate postpartum period of 12 months.
Care of a Child	For children from birth to 36 months, up to 12 months from the contract termination date
Terminal Illness	For the duration of the illness.
Scheduled Surgery or Procedure	If authorized by KHS as part of a documented treatment plan and scheduled to occur within 180 days of the contract termination date

CoC will not be authorized for providers whose contracts have been terminated or not renewed due to medical disciplinary reasons, fraud, or other criminal issues.

A member may submit a request for CoC from a terminated provider by calling or submitting a written request to:

Kern Family Health Care
Utilization Management Department
2900 Buck Owens Blvd
Bakersfield, CA 93308
1-800-391-2000

[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.

Sincerely,

Kristie Onaindia
Provider Relations Manager
Kern Health Systems