



PROVIDER *bulletin*

February 10, 2021

Service Facility on Claims

Dear Provider:

When services are rendered via telehealth/telephonic (POS 02) or the place of service is a member's home (POS 12) the service facility on a claim should be left blank. The service facility information should only be provided if the services are rendered in a hospital, lab, or other type of facility. It should never be completed for the patient's home or via telehealth visit.

Failure to submit correct claims including the service location will result in a denied claim. If you have questions, please contact your Provider Relations Representative at (661) 664-5000.

Thank you,

Melissa Lopez
Provider Relations Manager
Kern Health Systems