



PROVIDER *bulletin*

February 1, 2010

Dear Provider,

The goal of KHS is to create a “medical home” for our members, and to increase the quality and continuity of care provided to them. Primary Care Physicians provide the important initial health care access to our members, and are vital to the success and quality of their care. KHS believes that developing long term patient and physician relationships creates a health care atmosphere that results in positive outcomes for both members and providers.

In order to achieve the goal of a “medical home” for our members, Kern Health Systems will begin enforcing the policy whereby all KFHC Members must be seen by their assigned PCP/Clinic for primary care services.

Effective February 1, 2010, KFHC members will be allowed to change PCP’s once per calendar month. Requests made by the 24th of the month will be effective the first day of the following month. Requests made after the 24th of the month will be effective the first day of the second month following the request.

This change becomes effective February 1, 2010, and we encourage you as providers to begin enforcing the policy. KHS will not deny payment to providers if they see a member not already assigned to them at this time. We will use this time as an opportunity to identify issues that may surface from enforcement of this policy. Once we have adequately addressed the issues, KHS will begin denying payment to providers if they are providing services to members not already assigned to them. You will receive another bulletin prior to KHS denying payment.

If you have questions please contact our Provider Relations Department at (661)664-5146

Sincerely,

Stacy Reeves
Director of Provider Relations and Claims

