



PROVIDER *bulletin*

August 30, 2010

Dear Provider,

In order to improve compliance with the legal requirement of maintaining a “medical home” for our members, where a single Primary Care Provider or clinic is responsible to provide primary care to his or her assigned members, **effective September 1, 2010, KHS will no longer reimburse Primary Care Providers for services rendered to a KFHC member if the member is assigned to another PCP/Clinic on the date of service.**

KFHC members are allowed to change their PCP 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 became effective February 1, 2010. **KHS will begin denying claims from providers/vendors for seeing a member not already assigned to them beginning September 1, 2010.**

Providers are required to verify a member’s eligibility and assigned PCP prior to providing health care services under the Medi-Cal Managed Care and Healthy Families programs. Member eligibility and PCP information can be obtained by using the KHS Provider Connection website. Simple eligibility information can also be obtained by calling our automated telephone verification system (DIVA) at (661) 664-5185. If you are unable to verify eligibility by the Provider Connection website or through DIVA, you can call our Member Services Department at 1-800-391-2000.

The maintenance of a “medical home” for our members is more than a mere legal requirement – medical homes have been demonstrated to improve the quality, coordination and continuity of care. Primary Care Providers provide important 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.

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

Sincerely,

Stacy Reeves
Director of Provider Relations and Claims
Kern Health Systems

