



PROVIDER *bulletin*

December 1, 2008

Dear KHS Provider:

Effective January 2009 Kern Health Systems will no longer be sending out the Monthly Membership Reports that list KFHC members assigned to your office.

In lieu of relying on this report for verification of eligibility we encourage the following options:

- **AEVS** (State Medi-Cal automated eligibility verification system)
• **1-800-456-2387**
- **DIVA** -Automated phone verification system that can be accessed at
(661) 664-5185
- **ePower** – A web based provider portal with which providers can verify eligibility on-line with Kern Health Systems. KHS will provide you with a user ID and access to the system upon physician's request.
- **KFHC** member services department at **1-800-391-2000**

Each of the options above give real time access to eligibility records, however the printed eligibility listing is only updated once a month. Therefore, the above are a more reliable source for information.

Also, please remember, Kern Family Health Care members are allowed to access PCP services from any contracted primary care physician in our network. They are not restricted to their assigned PCP for services.

In addition, we **will continue** to send reports showing the Open Authorizations for your office and new members in need of an Initial Health Assessment.

If you have any questions regarding this change please feel free to contact Provider Relations at 664-5146.

