



# PROVIDER *bulletin*

January 28, 2019

Dear Provider:

As mandated by the DHCS, Kern Health Systems (KHS) is required to report data for the annual Healthcare Effectiveness Data and Information Set (HEDIS) to determine the quality of care provided to KHS members. KHS representatives will soon be providing your office with a list of needed member records for retrieval. KHS will once again conduct the record retrieval utilizing our own staff as this proved to be a more effective way to collect the data. We urge each of our providers to have their list pulled and ready for retrieval within 30 days of receipt.

KHS QI staff will make every attempt to schedule a convenient appointment with provider office staff to review and copy records. However, on rare occasions it may be necessary for KHS staff to collect some records without a scheduled appointment. Provider offices will receive a letter containing more details and contact information in the next few days.

In the meantime, if you have any questions, please contact the Provider Relations Department at (661) 664-5566.

Thank you,

Melissa Lopez  
Provider Relations Manager