



PROVIDER *bulletin*

March 13, 2020

Re: COVID-19

Dear Plan Provider:

Kern Health Systems (KHS) has been closely following the developments of the coronavirus (COVID-19) outbreak and has been working to develop a plan to address member and staff safety. Some immediate measures KHS is taking are the following:

- 1) KHS staff will not be performing site visits to provider offices or hospitals, as well as limiting in-person meetings. KHS understands you are extremely busy with our members and prefer your focus be on patient care. If you are in need of anything KHS staff can provide, please do not hesitate to contact us via phone or email.
- 2) KHS staff co-located in some of your facilities will be relocated to the corporate office. Non-essential contact with members and staff will be limited until further notice.
- 3) Previous communication was sent regarding COVID-19 and as a reminder, prior authorization for screening, testing, or treating for COVID-19 **IS NOT** required.

KHS understands there are many media outlets reporting on the situation however, should you have any questions or need additional information, you are encouraged to contact our Provider Relations Department at (661) 664-5000.

KHS will be available to assist in any issues that may arise and thank you for being in the front line and providing quality care for our members and community.

Sincerely,

Emily Duran
Chief Network Administration Officer

Resources:

Centers for Disease Control and Prevention: www.cdc.gov

California Department of Public Health: www.cdph.ca.gov

Kern County Public Health Department: www.kernpublichealth.com