

Authorization of Services

Consultations and routine follow-up office visits with **KERN LEGACY Network Plus** specialty providers do not require prior authorization.

Most procedures and inpatient admission require prior authorization. Services provided without authorization will not be covered by the Plan. There are no retro authorizations.

The following specialties/services do not require a Prior Authorization

- Emergency Room Services
- Urgent Care Services
- Outpatient Mental Health/Substance Abuse (not including Intensive Outpatient Program – IOP)
- OB/GYN (not including Perinatology)
- Chiropractic Services
- Consultations and routine follow-up visits

You can request a more detail listing of procedures that do not request Prior Authorization by contact Member Service or by visiting our website.

Submitting a Request for Authorization

You can submit an authorization request and check the status of your request electronically through the Provider Portal, which can be accessed on this website, https://client.clinixhealthcare.com/kern_legacy/. You can also fax an Authorization Form to (661) 868-3291.

The Authorization Form request must include:

- ICD-10
- CPT
- Supporting clinical documentation

Lack of complete documentation can result in a delay of the review process and denial of your request.

Review Process

Your request will be reviewed for medical necessity and appropriateness, benefit limitation or exclusion, and appropriate direction of care according to the plan's guidelines. Requests for Out-Of-Network providers will be redirected In-Network to maintain coverage by the Plan. There is no out-of-network benefit on this plan.

Prior Authorization time lines:

- Routine Prior Authorization request will be processed within 5 business days
- Urgent Prior Authorization request will be processed within 3 days,
- Emergent Prior Authorization request will be processed within 24 hours.

You will be notified via fax when the determination of your Prior Authorization request is finalized. For inquiries regarding Prior Authorizations please contact (661) 868-3280 option 2 then 3.