



## Delegation Model Summary

Kern Family Health Care (KFHC) wants to make sure we are giving high-quality health care to our members.

KFHC is happy to partner with subcontractors that are experts in the areas discussed below. These partnerships allow us to offer our members an even wider range of exceptional providers and benefits:

- **Vision Care** - As an expert in vision care, Vision Service Plan (VSP) provides our members with access to the VSP network of vision providers and benefits. VSP helps us to deliver greater access to high-quality eye care and eyewear through their network of vision providers and efficient benefit administration.
- **Transportation** - American Logistics (AL) supports KFHC in managing the transportation benefits offered to our members. AL helps us get our members where they need to be, by scheduling medical and non-medical trips for doctor appointments, to pick up a prescription from the pharmacy, or for other covered benefits. This helps KFHC make sure our members that may not have their own transportation, or have a medical need, get to the care they need.
- **Nurse Advice Line** – Health Dialog allows us to offer the KFHC Nurse Advice Line to help our members get help 24 hours a day, every day of the year. Our members can speak with a nurse and get free medical information or advice. They can also help KFHC members decide if they need to see a provider right away or what type of doctor they may need to see during hours that KFHC Member Services may not be available.
- **Translation Services** – LanguageLine Solutions assists KFHC with interpretation services from a qualified interpreter, on a 24-hour basis, at no cost to our members. Members do not have to use a family member or friend as an interpreter. For language help, members should contact Member Services.

KFHC has established these valuable partnerships to make sure we can meet our contractual requirements as a Medi-Cal Managed Health Care Plan. But even more important, these partners help us provide greater access and benefits to our members. KFHC remains responsible for all the services or benefits provided to our members through our partners. We carefully monitor and oversee the services they provide to our members.