



# Memorandum

**To:** Gold Coast Health Plan Primary Care Providers

**From:** Steve Peiser, Senior Director of Network Management

**Re:** **Authorization Extensions for Members Who Have Received Prior Authorization for Services**

**Date:** June 1, 2020

Gold Coast Health Plan (GCHP) will extend authorization expiration dates for members who have a pre-existing authorization in place but have not received services due to the COVID-19 pandemic. If a member has an authorization that expired prior to services being rendered, please call GCHP's Customer Service Department at **1-888-301-1288** to request an extension. Customer Service can also answer any other questions you have regarding GCHP's prior authorization process.