

# Memorandum

**To:** Gold Coast Health Plan Providers  
**From:** Vicki Wrihster, Director of Network Operations  
**Re:** **Claims System Change Coming May 3, 2021**  
**Date:** April 6, 2021

On May 3, 2021, Gold Coast Health Plan (GCHP) will implement a new claims system to better serve providers. As a result of the system conversion, several functions and documents will change. To help providers understand the changes, GCHP will conduct virtual provider trainings from April 13-15. The training schedule and meeting access link can be found at the bottom of the page.

It is important that a representative from your office attend one of the upcoming trainings. There will be an opportunity to ask questions. However, due to time constraints, questions will be limited. To capture and respond to everyone's questions, GCHP has created an email address for your use. Please send any questions or concerns to [ETPQuestions@goldchp.org](mailto:ETPQuestions@goldchp.org).

Thank you.

## Provider Trainings Schedule

Meeting Date	Meeting Time
Tuesday, April 13, 2021	12 - 1:30 p.m.
Wednesday, April 14, 2021	12 - 1:30 p.m.
Thursday, April 15, 2021	12 - 1:30 p.m.

## Microsoft Teams Meeting Information

Please use the following information to attend any of the scheduled meetings. Press "control" and click on the link to access the meeting. If you have never used Microsoft Teams, we recommend that you click on the link at least 10 minutes before the meeting starts to allow time to download the program.

[Click here to join the meeting](#)  
Or call in (audio only)  
**+1 805-324-7279,, 575370263#** United States, Santa Barbara  
Conference ID: 575 370 263#