



Memorandum

To: Gold Coast Health Plan Providers
From: Steve Peiser, Senior Director of Network Management
Re: **Gold Coast Health Plan Provider Portal Issues**
Date: July 31, 2020

Gold Coast Health Plan (GCHP) is aware that providers are experiencing challenges when attempting to access the Provider Portal while using the Chrome browser. GCHP is actively working to resolve the issue as soon as possible.

We apologize for any inconvenience this has caused to your operations. As a temporary fix, we recommend that you use Internet Explorer instead. We recognize that this is a temporary fix and we are working diligently and expeditiously resolve the issue.

We will provide you with an update early next week. If you have any questions, please contact our Provider Relations Department at ProviderRelations@goldchp.org.

Thank you for your patience.