

**Ventura County Medi-Cal Managed Care Commission (VCMMCC)  
dba Gold Coast Health Plan**

**Community Advisory Committee Meeting**

**Regular Meeting**

**Wednesday, April 29, 4:00 p.m.**

**Gold Coast Health Plan, 711 East Daily Drive, Community Room**

**Camarillo, CA 93010**

**Executive Order N-25-20**

**Conference Call Number: 1 805-324-7279**

**Conference ID Number: 965 166 514#**

**AGENDA**

**CALL TO ORDER**

**PLEDGE OF ALLEGIANCE**

**ROLL CALL**

**PUBLIC COMMENT**

The public has the opportunity to address the Community Advisory Committee (CAC). Persons wishing to address the Committee should complete and submit a Speaker Card.

Persons wishing to address the CAC are limited to three (3) minutes unless the Chair of the Committee extends time for good cause shown. Comments regarding items not on the agenda must be within the subject jurisdiction of the Committee.

Members of the public may call in, using the numbers above, or can submit public comments to the Committee via email by sending an email to [ask@goldchp.org](mailto:ask@goldchp.org). If members of the public want to speak on a particular agenda item, please identify the agenda item number. Public comments submitted by email should be under 300 words.

## **CONSENT**

### **1. Approval of the Community Advisory Committee Meeting Regular Minutes of January 29, 2020.**

Staff: Maddie Gutierrez, CMC – Clerk to the Commission

RECOMMENDATION: Approve the minutes.

## **UPDATES**

### **2. COVID-19 Update**

Staff: Margaret Tatar, Interim Chief Executive Officer  
Patricia Tanquary, Interim Chief Executive Officer

RECOMMENDATION: Receive and file the update.

### **3. Government Relations & Community Affairs Update**

Staff: Marlen Torres, Executive Director of Strategies & External Affairs

RECOMMENDATION: Receive and file the update.

### **4. Nurse Advice Line Program**

Staff: Nancy Wharfield, M.D., Chief Medical Officer

RECOMMENDATION: Receive and file the update.

### **5. Pharmacy Update**

Staff: Anne Freese, PharmD, Director of Pharmacy

RECOMMENDATION: Receive and file the update.

### **6. Telehealth & Provider Network Outreach During the COVID-19 Pandemic**

Staff: Steve Peiser, Sr. Director, Network Management

RECOMMENDATION: Receive and file the update.

## **7. Communications Update**

Staff: Susana Enriquez-Euyoque , Public Relations Manager

RECOMMENDATION: Receive and file the update.

## **COMMENTS FROM COMMITTEE MEMBERS**

### **8. CAC Feedback / Roundtable Discussion**

## **ADJOURNMENT**

Unless otherwise determined by the CAC Committee, the next regular meeting will be held on July 29, 2020 at Gold Coast Health Plan at 711 E. Daily Drive, Suite 106, Community Room, Camarillo, CA 93010.

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**Administrative Reports relating to this agenda are available at 711 East Daily Drive, Suite #106, Camarillo, California, during normal business hours and on <http://goldcoasthealthplan.org>. Materials related to an agenda item submitted to the Committee after distribution of the agenda packet are available for public review during normal business hours at the office of the Clerk of the Commission.**

**In compliance with the Americans with Disabilities Act, if you need assistance to participate in this meeting, please contact (805) 437-5512. Notification for accommodation must be made by the Monday prior to the meeting by 1:00 p.m. to enable the Clerk of the Commission to make reasonable arrangements for accessibility to this meeting.**

## **AGENDA ITEM NO. 1**

**TO:** Community Advisory Committee  
**FROM:** Maddie Gutierrez, Clerk to the Commission  
**DATE:** April 29, 2020  
**SUBJECT:** Approval of the Community Advisory Committee Meeting Regular Minutes of January 29, 2020.

### **RECOMMENDATION:**

Approve the minutes.

### **ATTACHMENTS:**

Copy of the January 29, 2020 Community Advisory Committee regular meeting minutes.

**Ventura County Medi-Cal Managed Care Commission (VCMCC)  
dba Gold Coast Health Plan (GCHP)**

**Community Advisory Committee (CAC) Minutes  
January 29, 2020**

**CALL TO ORDER**

Committee member Ruben Juarez called the meeting to order at 4:09 p.m., in the Community Room located at Gold Coast Health Plan, 711 E. Daily Drive, Camarillo, California.

**PLEDGE OF ALLEGIANCE**

Committee member Juarez led the Pledge of Allegiance.

**ROLL CALL**

Present: Committee members Estelle Cervantes, Frisa Herrera, Paula Johnson, Ruben Juarez, Victoria Jump, Curtis Updike and Pablo Velez.

Absent: Rita Duarte-Weaver, Norma Gomez and Laurie Jean Jordan.

**PUBLIC COMMENT**

None.

**REVIEW**

**1. Brown Act Public Meeting Guidelines.**

Staff: Maddie Gutierrez, CMC – Clerk to the Commission

**RECOMMENDATION:** Receive and file the information.

Handouts were given to the committee members in order to have a guide to follow during meetings. The review consisted of quorum information, public comment time limit and voting options.

The group reviewed how to vote on consent, presentations, updates and formal action items. Closed session was also explained to the committee.

It was noted that there should be no “side bar” conversations during the meeting. There should not be 3 or more members meeting to discuss committee business outside of the meeting date or time in order to avoid violating the Brown Act.

## **CONSENT**

### **2. Approval of the Community Advisory Committee Meeting Regular Minutes of November 29, 2019.**

Staff: Maddie Gutierrez, CMC, Clerk to the Commission

**RECOMMENDATION:** Approve the minutes.

Committee member Herrera motioned to approve the minutes as presented. Committee member Velez seconded.

**AYES:** Committee members Estelle Cervantes, Frisa Herrera, Ruben Juarez, and Pablo Velez.

**NOES:** None.

**ABSTAIN:** Paula Johnson, Victoria Jump and Curtis Updike.

**ABSENT:** Rita Duarte-Weaver, Norma Gomez and Laurie Jean Jordan.

Committee member Juarez declared the motion carried.

## **PRESENTATION**

### **3. Medi-Cal Healthier California for All**

Staff: Nancy Wharfield, M.D., Chief Medical Officer

**RECOMMENDATION:** Receive and file the presentation.

CMO Wharfield reviewed the PowerPoint Medi-Cal Healthier California for All which was formerly known as CalAIM. This is a big waiver program for the State of California via DHCS. CMO Wharfield reviewed what is expected to be done with the funding. She also reviewed the goals of the program and the various initiatives

The budget for the implementation in 20/21 is a proposed \$695 million. Funding will support enhanced care management and Managed Care Plans incentive payments to implement in lieu of services. In the past, the state had prevented the Plan to pay

for housing, but this may change due to a change in how social determinants of health are viewed.

Whole Person Care has driven down emergency department and inpatient utilization. Outpatient care has increased. All services to patients by one entity will be funded by the State and health plans through Enhanced Care Management.

CMO Wharfield noted the Pharmacy Carve-Out is now called Pharmacy Rx and the State will administer drug benefits. GCHP will maintain local care management.

CMO Wharfield also stated GCHP will be required to get NCQA certification. The timeline was also reviewed. Currently there are weekly work group meetings. The committee will be kept update as some information may change and the program evolves.

Committee member Herrera asked what the formulary will look like. CMO Wharfield stated it will change. We will have to inform the State if medications need to be changed. Formulary will be driven by current standard but there is an appeal process. GCHP will have a pharmacy liaison to assist members. This will “go live” in 2021.

Committee member Velez stated any process requires prep for all providers, and he would like to be kept informed. CMO Wharfield stated there are stakeholder meetings going on now. Providers can attend or call in. She encourages provider participation.

Committee member Cervantes motioned to approve the presentation. Committee member Velez seconded.

AYES: Committee members Estelle Cervantes, Frisa Herrera, Paula Johnson, Ruben Juarez, Victoria Jump, Curtis Updike and Pablo Velez.

NOES: None.

ABSENT: Rita Duarte-Weaver, Norma Gomez and Laurie Jean Jordan.

Committee member Juarez declared the motion carried.

#### **4. Behavioral Health Integration (BHI)**

Staff: Nancy Wharfield, M.D., Chief Medical Officer

RECOMMENDATION: Receive and file the presentation.

CMO Wharfield reviewed the PowerPoint presentation with the Committee. She reviewed what is BHI and the goal, as well as who can participate. The State has defined six (6) area of interest:

- Basic behavioral Health Integration
- Maternal Access to Mental Health and Substance Use, Disorder Screening and Treatment
- Medication Management for Beneficiaries with co-occurring Chronic Medical and Behavioral Diagnoses
- Diabetes Screening and Treatment for people with serious mental illness
- Improving follow-up after hospitalization for mental illness
- Improving follow-up after Emergency department visit for behavioral health diagnosis

Important dates were reviewed. Applications have been received and are being reviewed now. There is a robust response in Ventura County. CMO Wharfield will give an update at the next meeting.

Committee member Velez motioned to approve the presentation. Committee member Johnson seconded.

AYES: Committee members Estelle Cervantes, Frisa Herrera, Paula Johnson, Ruben Juarez, Victoria Jump, Curtis Updike and Pablo Velez.

NOES: None.

ABSENT: Rita Duarte-Weaver, Norma Gomez and Laurie Jean Jordan.

Committee member Juarez declared the motion carried.

##### **5. HIP/MET One year Later: Proactive Case Management for New Members**

Staff: Rachel Lambert, Care Management Manager

RECOMMENDATION: Receive and file the presentation.

Ms. Lambert reviewed her PowerPoint presentation. She presented information one year ago. HIF/MET tool use was reviewed. HIF is the tool used to collect new member data. MET is what is done with the data.

Ms. Lambert stated the new member data is the focus because often they don't know how to navigate the system and health plans don't know what the new members' needs are yet. The role of Care Management was reviewed. The focus is to build



trust and assist members to understand their health conditions and support so they can become self-advocates. Results of the HIF/MET impact were reviewed. Opportunities for the future were discussed.

Committee member Herrera asked if foster youth is included. It would be a good way to reach out and support the foster program. Committee member Jump asked how long the telephonic care management continues. Ms. Lambert stated it depends on the need and how complex it might be. Least acute might be 1 or 2 calls and long term could be up to 60 days of contact. The need varies.

Committee member Velez asked how this is handled with members who may not have residency. Ms. Lambert stated we work with community partners; our plans does not look at documentation. Staff is bilingual. Updates will continue to be presented.

Committee member Cervantes motioned to approve the presentation. Committee member Herrera seconded.

AYES: Committee members Estelle Cervantes, Frisa Herrera, Paula Johnson, Ruben Juarez, Victoria Jump, Curtis Updike and Pablo Velez.

NOES: None.

ABSENT: Rita Duarte-Weaver, Norma Gomez and Laurie Jean Jordan.

Committee member Juarez declared the motion carried.

## **6. Quest Laboratories Preferred Provider Contract**

Staff: Steve Peiser, Sr. Director of Network Management

RECOMMENDATION: Receive and file the presentation.

Mr. Peiser reviewed the PowerPoint he presented to the Commission on January 27, 2020. Effective February 1, 2020, Quest Diagnostics will be the GCHP preferred provider of lab outpatient services. GCHP has had significant growth in lab expenses during the past two years and this trend is not sustainable. Quest has offered GCHP a lower rate for lab services under a capitated arrangement than what we are currently paying under a fee for service basis.

For continuity of care purposes, GCHP will honor general labs and specialty labs up to a 30-day period.

Quest has 21 services centers in the County, and they have extended their hours and days of service which includes weekend availability. GCHP doctors already utilize Quest. It was noted there is no Quest center in Fillmore, but Quest is looking for a location. Data will be included as part of cost, this will help GCHP improve HEDIS scores.

Mr. Peiser noted that genetic testing is carved out. GCHP will pay a fee for STAT testing. Committee member Johnson asked about STAT testing. Mr. Peiser stated results are in three hours, the fee is logistical, and he is hoping we don't see a lot. Committee member Herrera asked if genetic testing is still covered. Mr. Peiser responded yes. It is carved out of capitation fee and will be paid on a reduced fee for service. Committee member Herrera asked if labs will be covered outside of Quest. CMO Wharfield stated anything medically necessary will be covered for our members. Mr. Peiser stated he could provide tests that Quest does.

Committee member Johnson motioned to approve the presentation. Committee member Cervantes seconded.

AYES: Committee members Estelle Cervantes, Frisa Herrera, Paula Johnson, Ruben Juarez, Victoria Jump, Curtis Updike and Pablo Velez.

NOES: None.

ABSENT: Rita Duarte-Weaver, Norma Gomez and Laurie Jean Jordan.

Committee member Juarez declared the motion carried.

### **CAC FEEDBACK/ROUNDTABLE DISCUSSION**

Committee member Updike requested materials be sent to members earlier if possible.

Committee member Herrera stated Casa Pacifica has pharmacy issues. Luis Aguilar, Member Services Manager, stated GCHP is aware of the issues with eligibility. The Call Center is reporting the issues and we have contacted the pharmacy department. We hope to get the issues resolved quickly.

Committee member Velez stated the postpartum program had been successful. He asked if GCHP is following up in order not to lose track of members. CMO Wharfield stated that there is currently no statistics. The health plan looks at population necessity. We are shifting focus. GCHP is held accountable for other measures. If we don't hit the fifty percentile, we are at risk of State sanctions. We must shift our focus in order to bring up measures that need improvement. Mr. Velez asked if postpartum is still being tracked. CMO Wharfield responded we are measuring.

Mr. Velez asked about the Corona virus. CMO Wharfield stated GCHP is collaborating with Public health. There was a single case reported in Los Angeles County. There is advertising for general precaution: wear masks, stay indoors etc. there is currently no treatment for Corona virus.

Committee member Juarez stated his team has partnered with various agencies every Monday to meet homeless and do backpack medicine and offer services. Doctors, nurses and case managers try to connect and schedule appointments while out meeting homeless. The goal for backpack medicine is to prevent homeless from not having contact or communication for services. Shelters should be opening soon in Ventura County.

Carina Villafana, GCHP Health Navigator II announced the GCHP Health Department is providing training for providers "Understanding Gender Identity and Health Disparities in the LGBTQ Community". She handed out flyers to committee members.

Committee member Juarez announced showers for the homeless are provided at River Haven on Mondays and there is a mobile clinic in Santa Paula which is also available.

## **ADJOURNMENT**

Committee member Juarez adjourned the meeting at 5:52 p.m.

Approved:

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Maddie Gutierrez, CMC  
Clerk to the Commission

## **AGENDA ITEM NO. 2**

**TO:** Community Advisory Committee  
**FROM:** Margaret Tatar, Interim Chief Executive Officer  
**DATE:** April 29, 2020  
**SUBJECT:** Communications Update

### **VERBAL PRESENTATION**

#### **RECOMMENDATION:**

Receive and file the update.

## **AGENDA ITEM NO. 3**

TO: Community Advisory Committee

FROM: Marlen Torres, Director of Government Relations & Community Affairs

DATE: April 29, 2020

SUBJECT: Government Relations & Community Affairs Update

### **Government and Community Relations Update**

#### **Congressional Legislative Package in Response to COVID-19**

Over the last month, Congress passed three COVID-19 funding packages via a phased approach, below are major highlights from each package:

- Phase I: The Coronavirus Preparedness and Response Supplemental Appropriations Act was enacted into law on March 6, 2020, and provided \$8.3 billion in emergency funding to treat and prevent the spread of COVID-19 through ensuring vaccines developed to fight the coronavirus are affordable, additionally impacted small businesses can qualify for Small Business Administration Economic Injury Disaster Loans, and Medicare recipients can consult with their providers by telephone or teleconference.
- Phase II: The Families First Coronavirus Response Act, became law on March 18, 2020. This act provided for a \$100 billion package that includes provisions for paid sick leave, free coronavirus testing, expanded food assistance, and additional unemployment benefits.
- Phase III: The Coronavirus Aid, Relief, and Economic Security (CARES) Act was enacted on March 27, 2020. The CARES Act provides an estimated \$2 trillion stimulus package to battle the harmful effects of the COVID-19 pandemic. Some of the major components of the CARES Act include:
  - Creates a \$150 billion Coronavirus Relief Fund for state, local and tribal governments.
  - \$30 billion for an Education Stabilization Fund for states, school districts and institutions of higher education for costs related to the coronavirus.

- \$45 billion for the Disaster Relief Fund for the immediate needs of state, local, tribal and territorial governments to protect citizens and help them respond and recover from the overwhelming effects of COVID-19.
- \$4.3 billion, through the Centers for Disease Control and Prevention, to support federal, state and local public health agencies to prevent, prepare for and respond to the coronavirus.
- Expanding unemployment insurance from three to four months and provides temporary unemployment compensation of \$600 per week.
- \$1,200 direct payments to many Americans and \$500 for each dependent child.

On Tuesday, April 21, 2020, the United States Senate approved a roughly \$484 billion deal that includes increasing funds for a popular small business loan program that ran out of money last week as businesses scrambled for a lifeline during the coronavirus pandemic. The bill includes \$310 billion for the now-depleted Paycheck Protection Program. The House isn't expected to take up the measure until Thursday, April 23, 2020.

The federal stimulus will provide considerable help to California. However, given the magnitude of the impact that the COVID-19 crisis will have on the state's economy, additional relief is needed. On April 8, 2020, Governor Newsom wrote to House Speaker, Nancy Pelosi, asking for \$1 trillion in direct and flexible relief be provided to states and local governments in the next federal stimulus bill.

### **California Legislative Update**

Earlier this month, the Senate Pro Tempore, Toni Atkins, and Assembly Speaker, Anthony Rendon, indicated that each house is in the process of finalizing preparations to hold informational hearings, in the coming weeks, focusing on the state's COVID-19 spending. The Senate Pro Tempore announced the creation of a special committee on California's COVID-19 emergency response. The Special Committee on Pandemic Emergency Response, a bipartisan committee of eleven senators, one of them being our own Senator Hannah-Beth Jackson, has been tasked with reviewing the state's response to the COVID-19 health crisis – what has gone right and what could be improved. The committee will also make recommendations for future preparedness if the coronavirus returns later in the year, or if the state faces a subsequent pandemic.

In addition, Assemblymember Phil Ting, the Chair of the Assembly Budget Committee, confirmed the state will adopt a “workload budget” to meet the June 15 constitutional deadline to adopt a budget. Normally, budget subcommittees would already be meeting to consider proposals for new spending from the Administration. In a letter to his colleagues, Assemblymember Ting confirmed that the June budget would include no new spending that was not related to the state's response to COVID-19, wildfire prevention, and homelessness.

Assemblymember Ting went on to explain that once the extended July 15 filing deadline for personal income taxes passes, the Governor and the Legislature will have a reliable understanding of the state's revenue shortfall and will then revisit the budget in an "August Revision." As of now, rough estimates predict that the state could lose anywhere from \$8 to \$20 billion of revenue due to economic turmoil caused by COVID-19. Reflecting this, Assemblymember Ting warned that the state would likely need to consider sizeable ongoing reductions to major programs in August.

While the state is facing a financial challenge, it does so with roughly \$19.2 billion in reserves. Much of this money could be appropriated when the Legislature adopts its June budget. As we noted, the CARES Act is expected to provide \$25 billion to California which includes payments to the state, local governments, and direct payments to individuals and businesses. The state will receive \$8.4 billion of this from the Corona Virus Relief Fund for healthcare response actions. For a further breakdown the CARES Act funding see the section below.

### **Special Senate Budget and Fiscal Review Subcommittee on COVID-19 Response**

On April 16, the Special Senate Budget and Fiscal Review Subcommittee on COVID-19 Response held an informational hearing. The hearing focused on how the money appropriated by the Legislature was being used by the Governor. Senators also asked questions regarding the impact of current recession and how the Administration was positioning itself to deal with the economic downturn. Experts from the Legislative Analyst's Office (LAO), the California Department of Finance, and the California Budget and Policy Center testified and provided great insight.

From a budget perspective, the following actions were taken by the Legislature:

- The Legislature pass SB 89, which appropriated up to \$1 billion for any purpose related to the March 4, proclamation of a state emergency related to COVID-19.
- The Governor transferred \$1.3 billion to the Disaster Response Emergency Operations Account (DREOA), bringing its balance to \$1.4 billion. The DREOA is the source of funds that the Administration uses to quickly respond to emergencies. This account is within the Special Fund for Economic Emergencies.
- Through the Executive Order in which the Governor announced the DREOA transfer, he stipulated that he would utilize these funds and any other legally available state funds to help address the COVID-19 emergency. Making it clear that, if need, the Governor will use emergency powers to spend above the current balance of the DREOA.

The LAO made it clear that due to job loss and abrupt halting of economic activity California has entered an economic recession. The LAO then provided two plausible recession scenarios:

- This recession could occur in a U-Shape. Meaning it would have sharp downturn with depressed level of activity persisting for some period, followed by a pronounced recovery. This was depicted as best-case scenario.
- This recession could also occur in an L-Shape. Meaning it would have a sharp downturn, slow resolution to the virus, and inadequate federal fiscal stimulus leading to protracted recession with high unemployment rates. This was the worst of the two scenarios.

Per the LAO, which shape the recovery takes depended on the trajectory of the virus itself. According to the Department of Finance, the recession predictions made last year, accounted for about \$70B loss in revenue over a three-year period with an estimated unemployment rate of nine percent. The 2008 recession accounted for an unemployment rate of about 12 percent. This recession is expected to supersede the 2008 unemployment rate.

In order to minimize budget cuts to vital programs, the LAO reminded the Legislature that the State can (1) take loans from other special funds, (2) use deferrals-essentially shift payment to a later date, (3) shift funds from one program to another, and finally (4) ask for assistance from the Federal Government. Federal assistance will be key for California to mitigate the impacts of the recession.

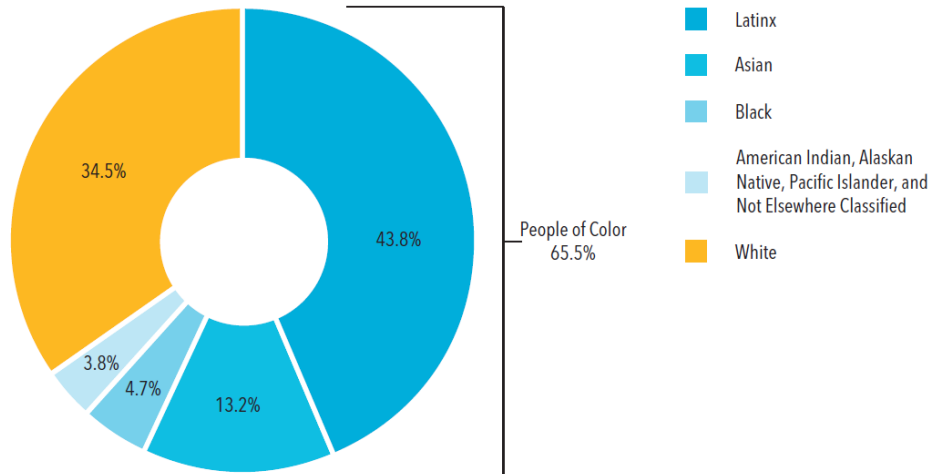
Finally, the California Budget and Policy Center, highlighted how the hardest hit in this recession will be California workers with less education, people of color and immigrants.

See the graphs below for further information.



## Nearly 2 in 3 California Workers in Industries Highly Affected by the COVID-19 Economic Shutdown Are People of Color

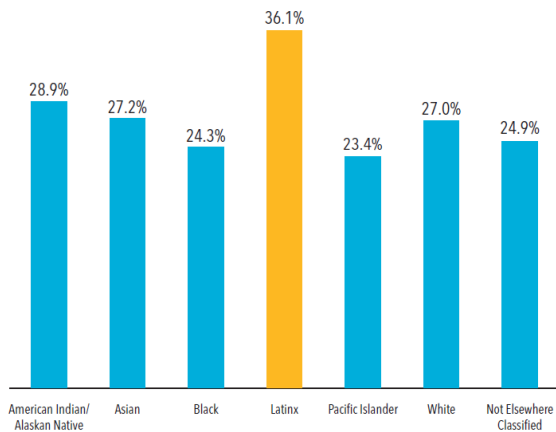
Share of California Workers in Highly Affected Industries, 2018



Note: Highly affected industries are defined as industries directly disrupted by business closures and reduced demand due to COVID-19 public health stay-at-home orders, such as retail, restaurants, travel and tourism, arts and entertainment, personal services, and landscaping and building services.  
 Source: Budget Center analysis of US Census Bureau, American Community Survey public-use microdata for California for 2018, downloaded from IPUMS USA (University of Minnesota, www.ipums.org)

## More Than 1 in 3 Latinx Children Live With a Worker in an Industry Highly Affected by the COVID-19 Economic Shutdown

Share of California Children, 2018



Note: Highly affected industries are defined as industries directly disrupted by business closures and reduced demand due to COVID-19 public health stay-at-home orders, such as retail, restaurants, travel and tourism, arts and entertainment, personal services, and landscaping and building services.  
 Source: Budget Center analysis of US Census Bureau, American Community Survey public-use microdata for California for 2018, downloaded from IPUMS USA (University of Minnesota, www.ipums.org)

This was the first of several hearings that will take place as the final budget is passed by June 15. More information to come once the May Revise is released in the coming weeks.

## Community Relations Update

### **Gold Coast Health Plan in the Community**

In the last month, GCHP awarded sponsorships to the following organizations:

- **Turning Point Foundation:** A sponsorship was awarded to their annual fundraising event “2020 Mardi Gras Party & Fundraiser”. GCHP sponsorship will directly fund the homeless housing program.
- **Soroptimist International of Oxnard:** A sponsorship was awarded to their annual fundraising event “Stop Human Trafficking and Sexual Slavery”. Proceeds of the event will support victims with programs for social and economic empowerment.
- **Diversity Collective Ventura County:** A sponsorship was awarded to their annual fundraising event “AIDS Walk Ventura County”. Proceeds of the event will support HIV and AIDS education and prevention programs.
- **Secure Beginnings:** A sponsorship was awarded to the “Free Diaper Bank”. GCHP sponsorship will directly fund diapers and wipes for children in Ventura County. The organization reported an increased in community participation since the start of COVID-19 pandemic due to unemployment.
- **Students for Eco-Education and Agriculture (SEEAG):** A sponsorship was awarded to their “Ventura County Child Wellness Initiative”. Proceeds will support county-wide nutrition program for children as well as distance learning during the COVID-19 pandemic.
- **Food Share:** A sponsorship of \$5,000 was awarded to Food Share in response to the COVID-19 pandemic. Addressing food insecurity during the COVID-19 pandemic has become a focal point with the Governor and his Administration, State Elected Officials, and communities across the state including Ventura County.

Therefore, in response to the pandemic, Food Share set up Pop-up Pantries across the county. Ventura County residents facing food insecurity are able to pick up a box of non-perishable foods and one or two bags of produce at the Pop-up Pantries. Food Share is currently serving 75,000 individuals on a monthly basis. In addition, Food Share is building 55,000 emergency food boxes with enough groceries to feed a family of 4 for 3 days.

The \$5,000 sponsorship will buy 263 boxes of food that will feed over 1,000 individuals in our community.

In addition, individual members of the GCHP staff have contributed to many COVID-related causes, including contributions of hundreds of hand moisturizers for the brave clinicians risking their lives to care for COVID patients.

### **Collaborative Meetings and Conferences**

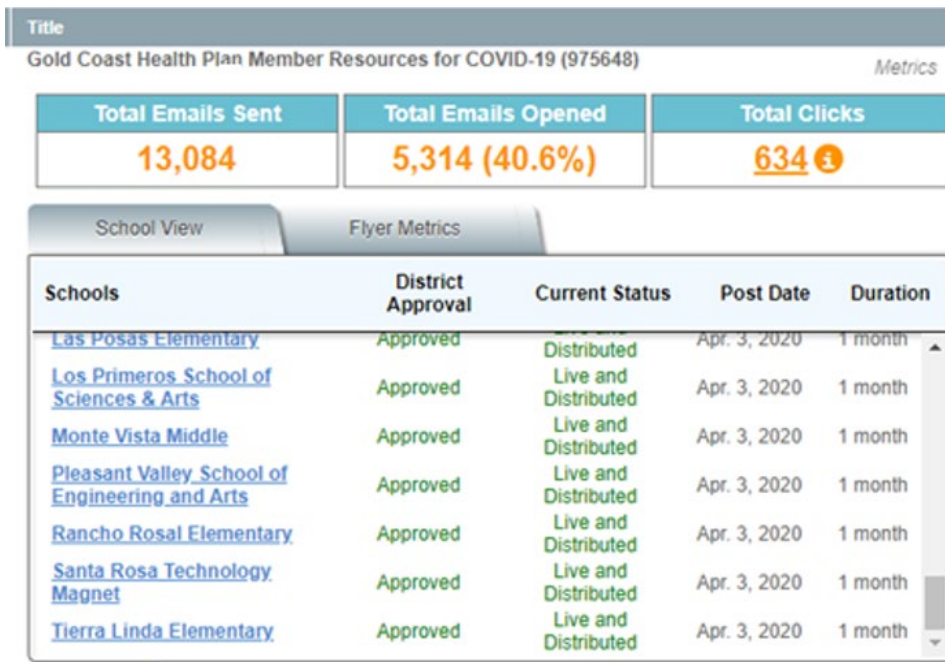
Below is a table highlighting participation in community events such as Tele-Townhalls, network and coalition meetings.

<b><i>Title</i></b>	<b><i>Host</i></b>
Southwinds Collaborative Meeting	Southwinds Neighborhood Council
Oxnard Navigation Center Community Town Hall	City of Oxnard
Community Conversation on Aging Santa Paula	Ventura County Area Agency on Aging & City of Santa Paula
Ventura County Networking Meeting	Dignity Health
Outreach Coordinator Meeting	Oxnard Police Department
Circle of Care	One Step a la Vez
SEEAG Collaborative Meeting	Students for Eco-Education and Agriculture
Building Healthy Communities	Ventura County Office of Education
COVID-19 Teleconference Town Hall: Support for Workers	Assemblymember Monique Limón, Senator Hannah Beth Jackson and Congressman Salud Carbajal
COVID-19 Teleconference Town Hall: Support for Older Adults, Their Families, and Caregivers	Assemblymember Monique Limón, Senator Hannah Beth Jackson and Congressman Salud Carbajal

### **COVID-19 Community Engagement Efforts**

The Community Relations team is working with community partners to provide the community with GCHP resources. Over 100 community-based organizations received member FAQs and GCHP's Covid-19 Member Resources flyer. Partners, such as Ventura County Health Care Agency, Community Action of Ventura County and MICOP shared in their social media. Additionally, the team utilized the Oxnard School District and Pleasant Valley School District application "Peachjar" to send resource information to parents.

Below you can see the metrics of member resources for COVID-19 distribution at various school sites.



### Farmworker Community

GCHP is working with vulnerable populations, like the farmworker community. Support is being provided through education, resources, and accessibility to health care services. The Community Relations team partnered with the Ventura County Farmworker Resource Program, Reiter Affiliated Companies, and Good Farms to inform and distribute GCHP’s COVID-19 Member Resource Flyer. Grower companies distributed the flyer during their paycheck distribution. The Farmworker Resource Program shared the flyer on their social media and distributed it during outreach efforts. In addition, our team is targeting communities with high farmworker populations, such as, the Southwinds neighborhood. During their food distribution residents will be provided with GCHP resource materials.

### The Homeless Population

In previous months, the Community Relations team was joining the Ventura County Health Care Agency’s Backpack Medicine team. The team was focused on connecting GCHP members with important resources/benefits provided by the plan. Even though staff is not going out with the Backpack Medicine team due to the “Shelter in Place” order, they continue to share information with the Backpack Medicine team so they can share it with homeless individuals. In addition, Community Action of Ventura County is providing GCHP resource information to their homeless individuals they serve.

### The Nursing Home Eligible Population

As described in greater detail below, GCHP is pleased to have had the opportunity to work with the CBAS providers in Ventura County and DHCS to modify the CBAS benefit so that we can

continue to serve the most vulnerable members of the GCHP population and, more importantly, aim to keep the 900 GCHP members currently receiving CBAS services in their homes and out of nursing homes. We are further pleased to report that the GCHP effort to modify the CBAS benefit has been lead to DHCS' adoption of the same policy statewide. We are grateful to the local CBAS community for this important collaboration

**Future Efforts in Response to COVID-19**

In collaboration with GCHP's Decision Support Services team it was identified that the top member dense cities are the following:

<b>MEMCITY</b>	<b>Total</b>
Oxnard	80,025
Simi Valley	12,402
Santa Paula	11,988

The Community Relations team is working on developing strategies to engage members in these cities, especially vulnerable populations. Additionally, partnerships are being developed with community-based organizations to assist with these efforts.

More information will be shared at the May Commission meeting.

**RECOMMENDATION:** Receive and file the update.

## AGENDA ITEM NO. 4

TO: Community Advisory Committee  
FROM: Nancy Wharfield, MD, Chief Medical Officer  
DATE: April 29, 2020  
SUBJECT: Nurse Advice Line for Gold Coast Health Plan Members

### SUMMARY:

Gold Coast Health Plan (GCHP) has partnered with Carenet, a national 24/7 Nurse Advice Line service used by many Managed Care Plans to provide telephonic advice to our members. The service, which went live March 25, 2020, uses registered nurses accessing evidence-based care guidelines to provide advice to members in the language of their choice. Carenet nurses have been supplied with information about local Ventura County resources such as urgent care hours and mental health resources. Nurses can help member decide:

- If they need to go to urgent care
- Can wait to see their doctor
- Can take care of their symptoms at home
- What they should do about COVID-19 symptoms or concerns

Information about the Nurse Advice Line has been advertised through our communication channels including the GCHP website, press releases, and member mailings.

To reach the Advice Nurse Line, members can call 1-805-437-5001

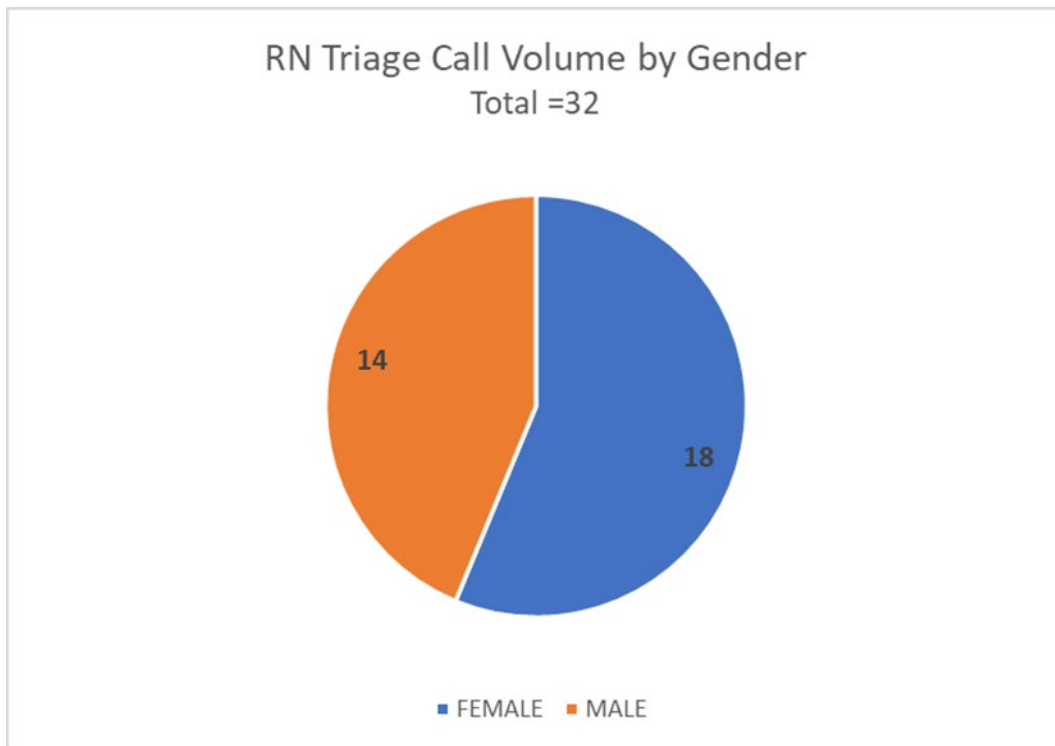
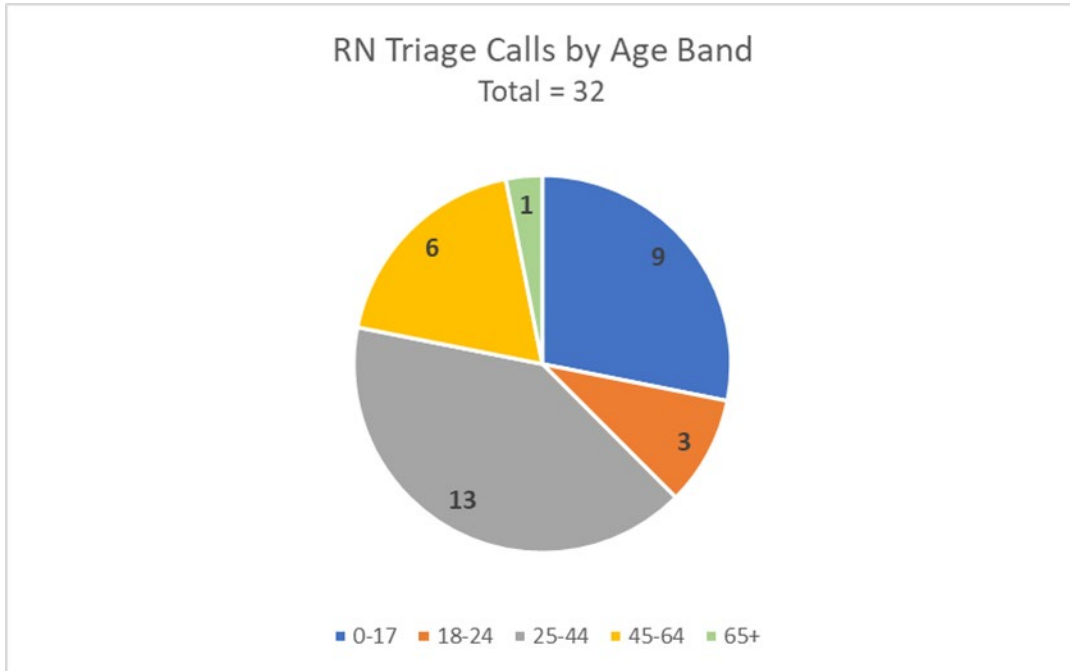
The toll-free number is 1-877-431-1700.

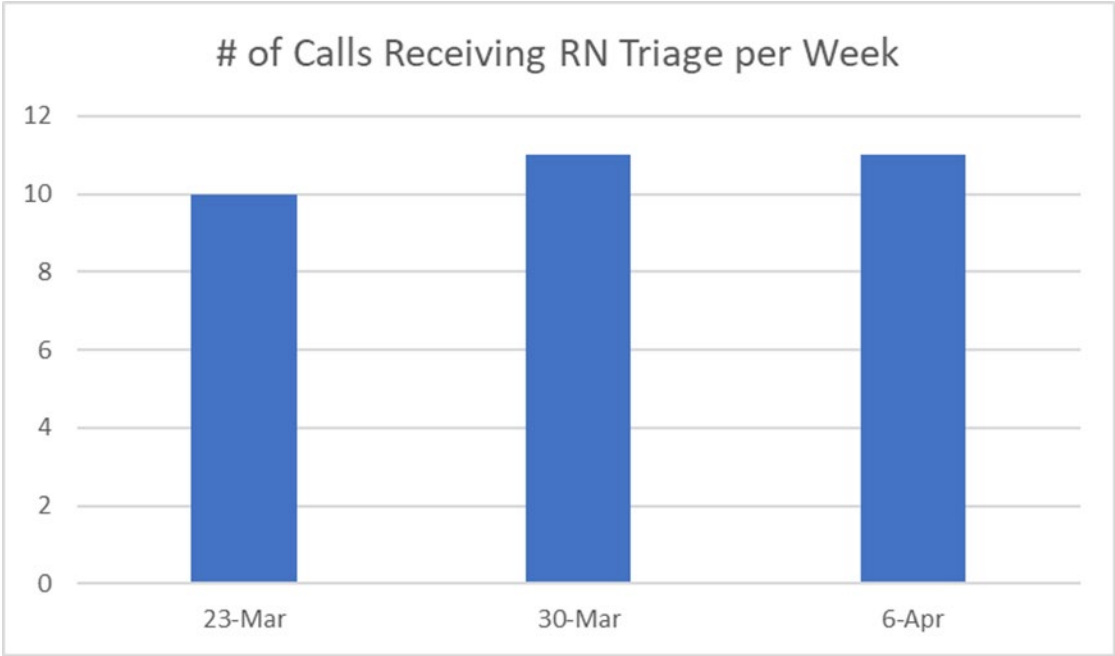
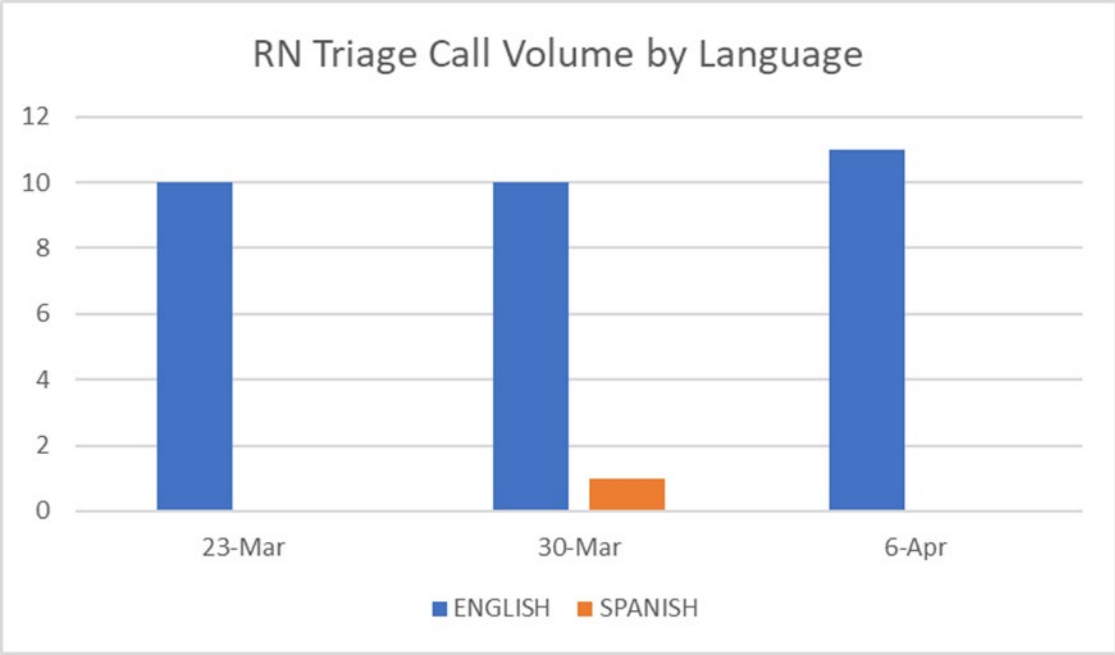
For TTY, members can call 711.

GCHP has averaged about 10 calls/week in the 3 weeks the Carenet RN Advice line has been active for a total of 32 calls. There were slightly more calls from women than men and there was only 1 call from a Spanish-speaking member. Most calls were in the 25-44 age group followed by 0-17 and 45-64. About a third of the callers had concerns that could possibly be COVID related (URI/flu-like symptoms/cough) but only 2 members directly expressed concern about COVID symptoms or exposures. A variety of other health concerns were expressed including chest pain, abdominal pain, rash, hearing change, nausea and numbness and tingling. Three calls resulted in EMS 911 activation, 2 led to emergency room recommendations, and there were 8 members who were

advised on self-care at home. There was 1 poison control referral. The remainder of callers had recommendations to follow-up with their providers in days to weeks.

The call volume is low enough that the GCHP Care Management team is able to follow up with all callers to ensure that concerns were addressed adequately. About a third of callers were referred into a formal Care Management program.





**RECOMMENDATION:**

Receive and file the update.



## AGENDA ITEM NO. 5

TO: Community Advisory Committee  
From: Anne Freese, Pharm.D., Director of Pharmacy  
DATE: April 29, 2020  
SUBJECT: Pharmacy Update

### SUMMARY:

Gold Coast Health Plan (GCHP) is updating the Consumer Advisory Committee (CAC) regarding a couple pharmacy topics that are having or will have a significant impact on GCHP members: COVID-19 and Medi-Cal Rx.

### DISCUSSION:

#### *COVID-19*

As part of its response to the COVID-19 pandemic, GCHP has made significant, temporary changes to the pharmacy benefit to ensure member access to pharmacy services while ensuring the principles of social distancing and shelter-in-place:

- Refill Too Soon Edit: GCHP temporarily lifted the refill too edit to allow pharmacies to fill chronic, maintenance medications early. Pharmacies are still able to fill medication early using a system override indicating the need is related to an emergency declaration.
- 90 Day Supply: Allow any chronic, maintenance medication to be filled for up to 90 days at a time
- Out of Network Pharmacies: Allow out of network pharmacies to fill medications for member if related to COVID-19 and being unable to access a network pharmacy.
- Formulary Overrides: Allow overrides of up to 90 days for medications impacted by COVID-19.

Due to the social distance and request for shelter in place orders, most of GCHP's pharmacy network is offering mail delivery and/or delivery services to members and/or have implemented policies to ensure social distancing in their locations.

#### *Medi-Cal Rx*

The California Department of Health Care Services (DHCS) will be carving out all outpatient retail pharmacy benefits from the Managed Care Plans (MCP) as of January 1, 2021 under a new program called Medi-Cal Rx. Upon implementation, all retail pharmacy claims will be submitted directly to the state via its PBM. Gold Coast Health Plan is working with advocacy

groups, other MCPs and DHCS in order to facilitate the implementation of the carve out and will continue to bring information as it becomes available to this group.

At this time, the member communication strategy as outlined by DHCS is as follows:

- DHCS will send a 90 day AND a 60-day written notice to members.
- GCHP will send a 30-day written notice to members.
- GCHP will be sending new ID cards to members.
- GCHP will conduct a telephonic outreach campaign to members in November and/or December 2020.

DHCS will offer a transition period for members to prevent any disruption. The transition policy is still in development but listed below are a few basic elements of that policy. Further information will be provided once the policy is finalized.

- DHCS will be use “grandfathering” and defined “look back” periods to allow members to continue using medications that they were previously using.
- DHCS will gather approved Prior Authorization information from MCPs and honor those authorizations until the expiration or 1 year from the date of dispensing, whichever is sooner.
- Submitting providers, (e.g. pharmacies, prescribing providers, etc.) will receiving communication of the prior authorization requirements.

## **AGENDA ITEM NO. 6**

**TO:** Community Advisory Committee  
**FROM:** Steve Peiser, Senior Director Network Management  
**DATE:** April 29, 2020  
**SUBJECT:** Telehealth Update

### **Verbal Presentation**

**RECOMMENDATION:** Receive and file the update.



**Gold Coast  
Health Plan**<sup>SM</sup>  
A Public Entity

# **PROVIDER NETWORK OPERATIONS TELEHEALTH & PROVIDER NETWORK OUTREACH DURING THE COVID-19 PANDEMIC**

April 29, 2020

Steve Peiser

Senior Director, Network Management

**Integrity**

**Accountability**

**Collaboration**

**Trust**

**Respect**

# TELEHEALTH SERVICES- Overview

ENTITY	COVERAGE
<p><b>Medi-Cal Managed Care Plans (MCP)</b></p> <p><b>Sources:</b> Supplemental to APL 19-009 Medi-Cal Payment for Telehealth and Virtual/Telephonic Communications Relative to the 2019-Novel Coronavirus (COVID-19)</p>	<ul style="list-style-type: none"> <li>• MCP’s must cover services provided by telehealth if the provider believes it is appropriate to do so via live video or store-and-forward.</li> <li>• MCP’s are required to pay the same rate for a telehealth-delivered service as would be paid for in-person (unless otherwise agreed to by MCP and provider)</li> <li>• The service must meet the CPT/HCPCS definition of a covered Medi-Cal service.</li> <li>• Satisfies all laws regarding confidentiality of health care information and a patient’s right to his or her medical information.</li> <li>• Home can be an originating site.</li> </ul>
<p><b>FQHC-</b> Approval of the 1135 Waiver to the federal government to ease some of the limitations on providing services via telehealth and telephone for these entities.</p>	<ul style="list-style-type: none"> <li>• DHCS waived the “new” and “established” patients, “face-to-face”/in-person, and “four walls” requirements when FQHC/RHC/Tribal Clinics utilize telehealth for delivery of services.</li> <li>• These organizations will still not be reimbursed for eConsult</li> </ul>

## TELEHEALTH- Plan Specific Actions

### ➤ **Communications completed:**

- **Comprehensive Telehealth Guidance for Providers**
- **Guidance to FQHC/RHC/Tribal 638 Clinics specifying telehealth coverage**
- **PT/OT/ST guidance on telehealth claims submissions**

### ➤ **Provider Relations:**

- **Responding to provider inquiries regarding telehealth covered services and billing requirements**

# COMMUNITY BASED ADULT SERVICES (CBAS)- A Case Study For Plan and Provider Partnerships

- ❑ **Outreach:** GCHP reached out regularly to our CBAS center providers addressing:
  - Operational impacts and how they were addressing
  - The patient care needs of our members.
  - Communication of final guidance to CBAs providers
  
- ❑ **Collaboration:** Through Plan support, our CBAS partners, despite unknown reimbursement parameters and service guidelines continued with operations, shifting resources and focus from the facility setting to the home. These services included:
  - Social Work Case Management and Monitoring, inclusive of the use of telephonic/ telehealth services
  - Meal Preparation and Delivery
  - Home Visits
  - Pharmacy/Rx Support and Facilitation of Access to and Delivery of Medications
  - Transportation for Medical Care
  - Established CBAS workgroup to address provision of CBAS services during the COVID-19 pandemic.
  
- ❑ **Amendment Development (prior to release of APL 20-007 revised):**
  - Draft Amendment developed by CBAS workgroup for the provision of CBAS services under the Executive Order
  - DHCS accepts amendment for use
  
- ❑ **Reporting and Monitoring:**
  - Development of a reporting mechanism for CBAS centers to document the services they provided during the period of 3/16/20 to present.
  - This form is in current use and will be utilized for tracking and further regulatory reporting purposes.

## COVID-19 Provider Network Outreach

- **Focused Provider Outreach:** The Plan has maintained and expanded outreach efforts at least 2 times per week by email and phone to determine provider closures or impact due to the Coronavirus and for reporting to DHCS. The providers include:
  - Hospitals
  - SNF & LTC
  - CBAS Centers
  - Home Health/Hospice/Palliative care
  - Congregate Living Facility
  
- **Provider Communications Workgroup:** Established to ensure a formalized and organized strategy for assessment and prioritization of provider communications regarding COVID-19 regulatory and operational updates. Multiple provider updates have been implemented and communications have been sent out to the following providers in addition to those listed above:
  - Urgent Care
  - PCP- non clinic affiliated
  - Pharmacy Infusion
  - Laboratory
  - Radiology
  - Physical Therapy/Occupational Therapy/Speech Therapy
  - Audiology & Hearing Aids
  - DME



## **AGENDA ITEM NO. 7**

**TO:** Community Advisory Committee  
**FROM:** Susana Enriquez-Euyoque, Public Relations Manager  
**DATE:** April 29, 2020  
**SUBJECT:** Communications Update

### **VERBAL PRESENTATION**

#### **RECOMMENDATION:**

Receive and file the Communications presentation.



**Gold Coast  
Health Plan**<sup>SM</sup>  
A Public Entity

# **GCHP COVID-19 Member Communications**

**Wednesday, April 29, 2020**

**Susana Enriquez-Euyoque  
Public Relations Manager**

**Integrity**

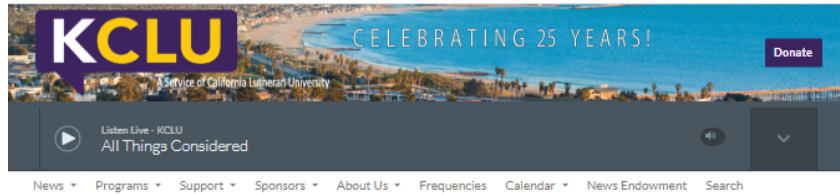
**Accountability**

**Collaboration**

**Trust**

**Respect**

# Advice Nurse Line: News Release



## Health Care Network On South Coast Sets Up New 24 Hour Medical Advice Hotline

By LANCE OROZZO • MAR 25, 2020



A health care network which serves nearly 200,000 people on the South Coast has set up a new 24-hour information hotline for its members, which allows them to talk to a nurse.

Gold Coast Health Plan has registered nurses available to field questions about coronavirus and other health issues. If the member is sick, the nurses can help them determine if they can take care of themselves at home, or need to go to urgent care.

With medical facilities swamped, the Gold Coast hotline is intended to help people get information, especially those who may not actually need to see a doctor.

Gold Coast is the health care network for nearly 190,000 Med-Cal beneficiaries in Ventura County.

Hotline numbers: 1-805-437-5001. Toll Free Number: 1-877-431-1700

TAGS: GOLD COAST GOLD COAST HEALTH PLAN CAL COAST NEWS



## Medi-Cal plan launches hotline for COVID-19 crisis

### Staff reports

Ventura County residents who receive Medi-Cal health insurance can ask questions about COVID-19 and other health conditions 24 hours a day, seven days a week, on a new advice hotline launched this week.

Gold Coast Health Plan, which administers Medi-Cal to nearly 190,000 Ventura County residents, started the Advice NurseLine. Plan officials say it's a way Medi-Cal members with medical issues who can't get ahold of a doctor can decide what they need to do.

A nurse on the line who speaks in their preferred language will help them decide if they need to go to urgent care, can wait to see their doctor or can take care of symptoms at home.

"Access to medical advice from a trusted source is more important now than ever," said Dr. Nancy Wharfield, Gold Coast's chief medical of-



Gold Coast Health Plan STAR FILE PHOTO

ficer. "This hotline will help us ensure that needs of our members are met at all times during this crisis."

To reach the advice line, members can call 1-805-437-5001. The toll-free number is 1-877-431-1700. Those who use a TTY should call 711. When calling, the member

should have their GCHP ID card or Medi-Cal benefits ID card (BIC) ready.

*Tom Kiskien covers health care and other news for the Ventura County Star. Reach him at tom.kiskien@vcstar.com or 805-437-0255.*

# Advice Nurse Line: News Release



BUSINESS, EDUCATION, FAMILY, HEALTH, LOCAL, NEWS

## Gold Coast Health Plan Launches 24-Hour Advice Nurse Line

by [Community Contributor](#) • March 26, 2020 • [Comments Off](#)

*Ventura County's Medi-Cal Plan ensures that members have access to medical advice during the COVID-19 pandemic*

**CAMARILLO** — [Gold Coast Health Plan \(GCHP\)](#) launched an Advice Nurse Line today that Medi-Cal members can access 24 hours a day, seven days a week – especially now during the COVID-19 pandemic.



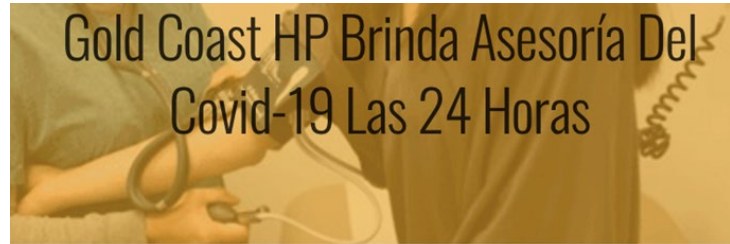
Members can speak to a registered nurse in their preferred language when they or a family member have medical questions. The nurse also can help them decide if they:

- Need to go to urgent care.
- Can wait to see their doctor.
- Can take care of their symptoms at home.

“Access to medical advice from a trusted source is more important now than ever,” said Dr. Nancy Wharfield, GCHP’s chief medical officer. “This hotline will help us ensure that the needs of our members are met at all times during this crisis.”



El unico periodico bilingue de la Costa Central.  
The only bilingual newspaper in the Central Coast



[f](#) Compartir [t](#) Publicar en Twitter [p](#) Pin [e](#) Correo electrónico [s](#) SMS

La entidad que brinda seguro médico a cientos de miles en el Condado de Ventura, Gold Coast Health Plan (GCHP) ha puesto en marcha una Línea de Asesoramiento de Enfermeras a la que los miembros de Medi-Cal pueden tener acceso las 24 horas del día, los siete días de la semana, especialmente



MediCal 24-Hour Advice Nurse Line: 1-805-437-5001 / 1-877-431-1700. TTY call 711. Ventura County residents on the medical Gold Coast Health Plan can speak to a nurse 24 hours a day, seven days a week if they or a family member have medical questions. Nurses can help determine if they need to go to urgent care or can wait to see their doctor, or manage symptoms at home. Callers should have their GCHP ID card or Medical Benefits ID card in hand when they call.

**Gold Coast Health Plan Lanza – Línea de Asesoramiento de Enfermeras las 24 Horas** El Plan de Medi-Cal del Condado de Ventura garantiza que los miembros tengan acceso a asesoramiento médico durante la pandemia COVID-19. Para comunicarse con la Línea de Asesoramiento de Enfermeras de GCHP, los miembros pueden llamar al 1-805-437-5001. El número gratuito es 1-877-431-1700. Aquellos que usan un TTY deben llamar al 711. Al llamar, el miembro debe tener lista su tarjeta de identificación de GCHP o su tarjeta de identificación de beneficios de Medi-Cal (BIC).





## COVID-19 Resources for Members

Gold Coast Health Plan (GCHP) is here to take care of you during the coronavirus outbreak. Your health, wellness and safety are important to us. If you get sick, your care will be covered. We are here for you.

### We are here to help you!

If you need additional support, our Member Services Department can help you:

- Select or change your Primary Care Provider (PCP).
- Request a new GCHP ID card.
- File a complaint or grievance.
- Get in touch with a care manager.
- Connect to mental health services through Beacon Health Options if you are feeling anxious or depressed.
- Reach out to the Health Education Department for resources and language assistance services.

Call Member Services, Monday through Friday, from 8 a.m. to 5 p.m. at:

- 1-888-301-1228
- If you use a TTY, call 1-888-310-7347

### Free Advice Nurse Line

GCHP has a 24-hour Advice Nurse Line. This line gives you access to a registered nurse 24 hours a day, seven days a week. The nurse can speak to you over the phone in your preferred language when you or a family member have any medical questions.

The nurse also can help you decide if you:

- Need to go to urgent care.
- Can wait to see your doctor.
- Can take care of your symptoms at home.



The nurse can also answer questions or address concerns about the Coronavirus.

Talk to a nurse by calling:

- 1-805-437-5001
- 1-877-431-1700 (toll free)
- If you use TTY, call 711



For the most current information on COVID-19 and GCHP resources, visit [www.GoldCoastHealthPlan.org](http://www.GoldCoastHealthPlan.org) and [www.VCEmergency.com](http://www.VCEmergency.com).



## Recursos para miembros debido a COVID-19

Gold Coast Health Plan (GCHP) está aquí para cuidarlo durante el brote del coronavirus. Su salud, bienestar y seguridad son importantes para nosotros. Si se enferma, su cuidado estará cubierto. Estamos aquí para usted.

### ¡Estamos aquí para ayudarle!

Si necesita apoyo adicional, nuestro Departamento de Servicios para Miembros puede ayudarle a:

- Seleccionar o cambiar su Proveedor de Atención Primaria (PCP).
- Solicitar una nueva tarjeta de identificación de GCHP.
- Presentar un reclamo o una queja.
- Comunicarse con un coordinador de atención.
- Conectarlo con los servicios de salud mental a través de Beacon Health Options si se está sintiendo ansioso o deprimido.
- Ponerlo en contacto con el Departamento de Educación para la Salud para obtener recursos y con los servicios de asistencia lingüística.

Llame a Servicios para Miembros, de lunes a viernes, de 8 a.m. a 5 p.m. at:

- 1-888-301-1228
- Si utiliza un TTY, llame al 1-888-310-7347

### Línea de Asesoramiento de Enfermeras Gratuita

GCHP cuenta con una Línea de Asesoramiento de Enfermeras las 24 horas. Esta línea le brinda acceso a una enfermera profesional las 24 horas del día, los siete días de la semana. La enfermera puede hablar con usted por teléfono en el idioma que prefiera si usted o un miembro de su familia tienen alguna pregunta médica.

La enfermera también puede ayudarle a decidir si usted:

- Necesita ir a atención de urgencia.
- Puede esperar a ver a su médico.
- Puede tratar sus síntomas en casa.



La enfermera también puede responder preguntas o hablar sobre sus inquietudes acerca del Coronavirus.

Hable con una enfermera llamando al:

- 1-805-437-5001
- 1-877-431-1700 (llamada gratuita)
- Si usa un TTY, llame al 711



Para obtener la información más actualizada sobre los recursos de COVID-19 y GCHP, visite [www.GoldCoastHealthPlan.org](http://www.GoldCoastHealthPlan.org) y [www.VCEmergency.com](http://www.VCEmergency.com).

# Newspaper Ads

- El Latino Central Coast
- Santa Paula Times
- VIDA Newspaper



# Radio Ads

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## Spanish

KLJR (96.7 FM)

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KXLM (102.9 FM)

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KOXR (910 AM)

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## English

KBBY (95.1 FM)

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KHAY (100.7 FM)

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KRUZ (103.3 FM)

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KVYB (106.3 FM)

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KVEN (1450 AM)

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# GCHP Website

## COVID-19 Information

Gold Coast Health Plan (GCHP) is monitoring the developments of COVID-19. Your health, wellness and safety are important to us. During this pandemic, we will keep you informed with the latest recommendations and help you navigate the health care system.

GCHP members can now access the Advice Nurse Line 24 hours a day, seven days a week at 1-805-437-5001. The toll-free number is 1-877-431-1700. [Click here](#) for more information.

[Frequently Asked Questions for Gold Coast Health Plan Members](#)

## Resources

- [211 Information Hotline](#)
- [Information from the Centers for Disease Control and Prevention on Coronavirus Disease 2019 \(COVID-19\)](#)
- [Ventura County Emergency Information](#)
- [Ventura County Area Agency on Aging: Food and Supply Pantry](#)
- [Ventura County Area Agency on Aging: How to Help Your Neighbors](#)
- [Ventura County Area Agency on Aging: How to Stay Connected](#)



# Member FAQs & Flyers



Integrity • Accountability • Collaboration • Trust • Respect

## Coronavirus Disease 2019 (COVID-19) Frequently Asked Questions for Gold Coast Health Plan Members

Gold Coast Health Plan (GCHP) is monitoring the developments of COVID-19. Your health, wellness and safety are important to us. During this pandemic, we will keep you informed with the latest recommendations and help you navigate the health care system.

### About COVID-19

**Q: What is Coronavirus Disease 2019 (COVID-19)?**

**A:** COVID-19 is a respiratory illness that can spread from person to person. The virus that causes COVID-19 was first identified in Wuhan, China.

**Q: What are the symptoms of COVID-19?**

**A:** The following symptoms may appear 2-14 days after exposure:

- Fever
- Cough
- Shortness of breath

**Q: Is there a vaccine to prevent infection?**

**A:** No. The best way to prevent illness is to avoid being exposed to this virus.

**Q: How can I protect myself from getting COVID-19?**

**A:** The best way to prevent illness is to avoid being exposed to this virus.

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose and mouth.
- Wash your hands often with soap and water for at least 20 seconds, mainly after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.

**Q: I have a chronic condition that puts me at high-risk for COVID-19. What should I do?**

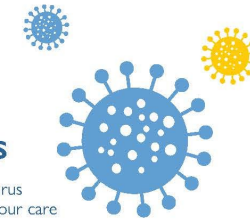
**A:** According to the CDC, if you are at **higher risk** of getting sick from COVID-19, you should:

- Stock up on supplies.
- Take everyday precautions to keep space between yourself and others.
- When you go out in public, keep away from others who are sick, limit close contact and wash your hands often.
- Avoid crowds as much as possible.
- During a COVID-19 outbreak in your community, stay home as much as possible.



## COVID-19 Resources for Members

Gold Coast Health Plan (GCHP) is here to take care of you during the coronavirus outbreak. Your health, wellness and safety are important to us. If you get sick, your care will be covered. We are here for you.



### We are here to help you!

If you need additional support, our Member Services Department can help you:

- Select or change your Primary Care Provider (PCP).
- Request a new GCHP ID card.
- File a complaint or grievance.
- Get in touch with a care manager.
- Connect to mental health services through Beacon Health Options if you are feeling anxious or depressed.
- Reach out to the Health Education Department for resources and language assistance services.

Call Member Services, Monday through Friday, from 8 a.m. to 5 p.m. at:

- **1-888-301-1228**
- If you use a TTY, call **1-888-310-7347**

### Free Advice Nurse Line

GCHP has a 24-hour Advice Nurse Line. This line gives you access to a registered nurse 24 hours a day, seven days a week. The nurse can speak to you over the phone in your preferred language when you or a family member have any medical questions.

The nurse also can help you decide if you:

- Need to go to urgent care.
- Can wait to see your doctor.
- Can take care of your symptoms at home.



The nurse can also answer questions or address concerns about the Coronavirus.

Talk to a nurse by calling:

- **1-805-437-5001**
- **1-877-431-1700 (toll free)**
- If you use TTY, call **711**

For the most current information on COVID-19 and GCHP resources, visit [www.GoldCoastHealthPlan.org](http://www.GoldCoastHealthPlan.org) and [www.VCEmergency.com](http://www.VCEmergency.com).



### Statement of Nondiscrimination and Language Assistance

Gold Coast Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Gold Coast Health Plan cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. Gold Coast Health Plan 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-301-1228 (TTY: 1-888-310-7347).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-301-1228/TTY 1-888-310-7347.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-1228 (TTY: 1-888-310-7347)。







## There is still time to be counted!

Every 10 years, the Census Bureau sets out to count everyone in the U.S. It is important to have an accurate count to determine funding for public services, such as Medi-Cal.

There is still time to fill out the survey. It has 9 questions and is completely confidential. The deadline has been extended to August 14.

For more information and to fill out your census form, visit [2020census.gov](https://2020census.gov). To learn about Ventura County's efforts, visit [venturacountycounts.org](https://venturacountycounts.org).

## Are you new to Gold Coast Health Plan?

The current circumstances caused by the COVID-19 pandemic may have brought you to Gold Coast Health Plan (GCHP). We want to welcome you to the Plan and let you know that we are here to support you.

As a new member, you should have received a welcome packet from GCHP with a Provider Directory and a form to choose a Primary Care Provider (PCP). Once you choose a PCP, you will receive a GCHP ID card and a Member Handbook.

If you need help choosing a PCP, the GCHP's Member Services team can help you. The team also can help you:

- Understand your benefits.
- Get in touch with a care manager.
- Connect to mental health services through Beacon Health Options.
- Reach out to the Health Education Department for resources and language assistance services.

- File a complaint or grievance. You can call Member Services at **1-888-301-1228** Monday through Friday from 8 a.m. to 5 p.m. If you use a TTY, call **1-888-310-7347**.
- We look forward to partnering with you on your journey to good health.



**Member rewards**  
Gold Coast Health Plan (GCHP) members can get rewarded for completing preventive care exams!

**ANNUAL WELL-CARE VISIT**  
Members 3 to 21 years of age who have a well-care visit in 2020 can get a \$15 gift card.

**CERVICAL CANCER SCREENING (PAP TEST)**  
Female members 21 to 64 years of age who have a cervical cancer screening (Pap test) in 2020 can get a \$25 gift card.

View the forms at [GoldCoastHealthPlan.org](https://GoldCoastHealthPlan.org). Under "Members," click "Resources," then "Member Rewards." Due to the COVID-19 pandemic, there will be a delay in processing reward forms. For those that qualify, gift cards will arrive in the mail past four to six weeks.

## Managing your health during the COVID-19 pandemic

People living with one or more chronic health issues may feel higher levels of stress during uncertain times. The COVID-19 pandemic has made many people feel stressed, anxious, depressed, alone or afraid to visit their doctor due to fear of being exposed to the virus.

Gold Coast Health Plan (GCHP) encourages you to stay in touch with your doctor. If you need an appointment, you may be able to schedule one by phone or video.

It is important that you get care if you have a chronic condition, like asthma, diabetes or heart disease. Make sure to keep taking your medication(s) as prescribed.

If you are pregnant, it is important

that you keep up with your prenatal care. This means:

- Exercising often.
- Eating healthy foods.
- Drinking plenty of water.
- Seeing your doctor regularly. Use this time to share your concerns. Ask your doctor if you should take extra precautions during the pandemic.

Be sure to follow Ventura County's orders on staying at home and wearing a mask when out in public.

For educational materials and support, call GCHP's Health Education Department at **1-805-437-5718** Monday through Friday, 8 a.m. to 5 p.m. If you use a TTY, call **1-888-310-7347**.

## Coping with social distance

You can't read or listen to the news without hearing the term "social distancing." For months, social distancing has been an important tool in slowing down the spread of COVID-19. By limiting how we interact with other people, we have lowered the chances of sharing the virus.

For many people, social distancing has felt stressful or lonely. To help you cope:

- Stay connected with family and friends. You can do that via phone, email, video chat, texting or on social media.
- Try taking deep breaths; stretching; or doing things you enjoy, like hobbies or reading.
- Talk about your feelings with loved ones and friends.
- Do your best to stay positive. One way is to keep a journal to write down












things you are grateful for or things that are going well.

If you are feeling anxious or depressed and want to schedule an appointment with a mental health professional, you can call Gold Coast Health Plan's partner, Beacon Health Options, at **1-855-765-9702**. If you use a TTY, call **1-800-735-2929**. If you are available Monday through Friday from 8:30 a.m. to 5 p.m.

Source: Centers for Disease Control and Prevention, Substance Abuse and Mental Health Services Administration.

# Member Newsletter

## Which is it: COVID-19, allergies, cold or flu?

SYMPTOMS	COVID-19	ALLERGIES	COLD	FLU
 Cough	Common	Rare	Common	Common
 Shortness of breath	Sometimes	No (unless it triggers asthma)	No (unless it triggers asthma)	No (unless it triggers asthma)
 Sneezing	No	Common	Common	No
 Runny or stuffy nose	Rare	Common	Common	Sometimes
 Sore throat	Sometimes	Sometimes (usually mild)	Common	Sometimes
 Fever	Common	No	Sometimes	Common
 Fatigue	Common	Sometimes	Sometimes	Common
 Headache	Sometimes	Sometimes	Rare	Common
 Body aches	Sometimes	No	Sometimes (usually mild)	Common
 Diarrhea	Sometimes	No	No	Sometimes (in children)
 Loss of smell	Sometimes	Sometimes	Sometimes	Sometimes

**Take action!** Call 911 if you or a loved one has emergency warning signs for COVID-19. These include trouble breathing, lasting pain or pressure in the chest, confusion or trouble waking up, and bluish lips or face. Your symptoms may differ. Call your doctor if you're concerned about any unusual or severe symptoms.

Sources: American Academy of Allergy, Asthma and Immunology; Asthma and Allergy Foundation of America; Centers for Disease Control and Prevention

## 24-hour advice nurse line

As a Gold Coast Health Plan (GCHP) member, you have access to a registered nurse, 24 hours a day, seven days a week, who can speak to you over the phone in your preferred language when you think you or a family member needs urgent medical care.

The nurse will help you decide if:

- ▶ You need to go to urgent care.

- ▶ You can wait to see your doctor.
- ▶ You can take care of your symptoms at home.

The nurse can also answer questions or address concerns about the coronavirus.

To reach the advice nurse line, call **1-805-437-5001** or toll-free at **1-877-431-1700**. If you use TTY, you can call California Relay Line at **711**.

### WHAT DO I NEED WHEN I CALL?

- ▶ Your GCHP ID card or Medi-Cal benefits identification card (BIC).
- ▶ If you're calling for a family member or friend, please have that person near you in case the advice nurse has questions about their condition.

**Member Services: 1-888-301-1228/TTY 1-888-310-7347**



## Care Management: We're here for you

Gold Coast Health Plan's (GCHP) Care Management team is here for you. The team will work with you, your family and your health care providers to get you the care and services you need.

The Care Management team can help you:

- Understand your condition and your doctor's plan for you.
- Learn about your medications.
- Get connected with other agencies.
- Coordinate your care between your doctors.
- Schedule appointments.

**IF YOU HAVE CONCERNS** about your treatment or have a problem getting your medical equipment or supplies, please call Care Management at **1-805-437-5656** or GCHP Member Services at **1-888-301-1228**. If you use a TTY, call **1-888-310-7347**.

## GCHP is updating its website!

Gold Coast Health Plan (GCHP) is updating its website—with you in mind! The updated site will give members easy access to important information.

- ▶ On the website, you will be able to:
- ▶ Learn more about your benefits as a member.
- ▶ Access member rewards.

- ▶ Get information about member informational meetings.
  - ▶ Connect with local resources.
  - ▶ Search for a provider specific to your needs.
  - ▶ Find after-hours care.
  - ▶ And more!
- Visit [GoldCoastHealthPlan.org](https://www.GoldCoastHealthPlan.org) today!

**1 WINNING | HEALTH**

## Language assistance services

If your doctor does not speak your language, Gold Coast Health Plan (GCHP) can help. The Plan has free interpretation services so you can talk to your doctor during your office visit. You may also get an interpreter over the phone for your routine visits. Just ask your doctor or clinic staff to call GCHP to ask for one.

GCHP also offers:

- ▶ Sign language interpreters.
- ▶ Translation services, including large print, audio and other formats.

If you need these services, call GCHP's Member Services Department at **1-888-301-1228** Monday through Friday, 8 a.m. to 5 p.m., or email [CulturalLinguistics@goldchp.org](mailto:CulturalLinguistics@goldchp.org). If you use a TTY, call **1-888-310-7347**.



# Member Newsletter