



**Gold Coast
Health Plan**SM
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Gold Coast Health Plan Provider Operations Bulletin

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SECTION 1: Healthy Families Program Transition to Medi-Cal

Gold Coast Health Plan (GCHP) would like to remind our providers that Healthy Families Program (HFP) subscribers will transition to Medi-Cal on August 1, 2013.

As of January 1, 2013 all newly eligible enrollees in Ventura County have been enrolled into Medi-Cal and subsequently have become GCHP members. The remaining enrollees (approximately 16,000 members) will be transitioned to GCHP on August 1, 2013. The newly enrolled members will appear as any other GCHP member.

GCHP would like to make providers aware of some changes that will occur in the benefits for these members. Below is a summary of changes, as well as some resources for member assistance:

- Benefits will mirror Medi-Cal – GCHP
- There will no longer be co-payments
- Eligibility will be determined through the Ventura County Human Services Agency (previously through MRMIB)
 - HSA Enrollment Assistance: 1-805-385-9363
- Members will have access to CHDP and Vaccine for Children (VFC)
- Dental Services will be covered through Denti-Cal program
 - Denti-Cal: 1-800-322-6384
 - Denti-Cal TTY Line: 1-888-310-7347
- Behavioral health services will be covered through any Medi-Cal behavioral health/mental health provider
 - Ventura County Behavioral Health: 1-866-998-2243
- Payment to providers will be at Medi-Cal rates
- Pharmacy Formulary Changes to the GCHP Formulary
 - For a smooth transition and continuity of care there will be a 60-day (or 2 months) grace period in which the same medications that the members are on will be allowed. GCHP suggests that providers refill these medications for one month (30 or 31 days) with another refill. You must convert all medications to conform to GCHP formulary policy during the time frame mentioned above.



Many of these families may have a difficult time as they transition from a commercial insurance plan to a Medi-Cal Managed Care program. GCHP asks that our providers be sensitive to the concerns voiced by these members and that they assist members to reach out to GCHP Member Services with any questions or if they need guidance in choosing a PCP or in accessing care: GCHP Customer Services 1-888-301-1228, TTY 1-888-310-7347, Monday-Friday 8:00 am – 6:00 pm PST.

GCHP is committed to a smooth transition of these members to ensure continuity of care. As such, GCHP is making every effort to assist members in maintaining their current Primary Care Provider (PCP) wherever possible and in continuing ongoing established treatment plans. If provider transition is needed, GCHP wants to minimize the risk to our members and is committed to ensure, to the best of our ability, that there is no disruption in care.

Steps GCHP is taking:

- GCHP has created a method to identify and assign the member to their current PCP wherever possible.
- All Members will receive a welcome packet from GCHP by August that will provide the following information:
 - Current PCP (if available)
 - How to choose or change a PCP (please also see the following Section 2 for additional information on how Providers can assist their patients)
 - A GCHP Provider Directory
- GCHP will perform Outreach phone calls to members where a PCP is not identified and offer guidance in assisting the member to choose a PCP.

For more information on the HFP transition please review the following FAQs:

- [**Click here to read FAQs**](#) targeted for families in preparation for their transition to Medi-Cal and Gold Coast Health Plan from the Department of Health Care Services (DHCS).
- [**Healthy Families Program FAQs for Providers**](#)



SECTION 2: Member Eligibility

GCHP would like to remind our Primary Care Providers (PCPs) and Primary Care Clinics of the following: Prior to scheduling a new patient appointment, please verify that the member is eligible for services and that the member is currently assigned to your practice as their PCP. Eligibility can be verified via the [GCHP Provider Portal](#) or by contacting GCHP Customer Services. If your practice is not assigned as the member's PCP, please direct or assist the member to select your practice in the following ways:

- Please assist or direct the member to complete a PCP selection form and fax the form to GCHP at the number listed on the form. [Click here](#) to access the form.
- Direct the member to contact Gold Coast Health Plan Member Services to select your practice as their PCP. GCHP Customer Services 1-888-301-1228, TTY 1-888-310-7347, Monday-Friday 8:00 am – 6:00 pm.

All PCP/Clinic changes will be effective the first day of the following month after the change is requested. If the member is not assigned to your PCP/Clinic, please refer the member to their current PCP/Clinic for services.

If you need assistance in accessing the Provider Portal, please contact GCHP Provider Relations at providerrelations@goldchp.org



SECTION 3: Affordable Care Act – PCP Rate Increase Updates

Medi-Cal released a new Affordable Care Act article on the Medi-Cal Website. The article, titled “**New Affordable Care Act Pages on the Medi-Cal Website**”, was posted to the *NewsFlash* area of the Medi-Cal website on June 17, 2013. There is now a Draft Attestation, as well as instructions on how to complete the attestation form now posted. GCHP has also received information from the State that suggested the automated self-attestation process is scheduled to be available on July 22, 2013.

It is very important that providers complete and submit the State self-attestation as soon as it is available. GCHP will not make the increased payments to providers until they have completed the self-attestation and provided GCHP with a W9.

GCHP is participating in calls with the State and CMS regarding this provision and will continue to provide updates and instructions in the Provider Bulletin as information becomes available.

SECTION 4: e-Newsletters

Providers, please let your patients know that Gold Coast Health Plan offers its members a variety of e-newsletters that helps them manage their health. Expectant mothers (and fathers) can choose our weekly Pregnancy e-newsletter. This newsletter leads you through the various stages of pregnancy, offering timely tips, articles and practical interactive tools that can help take some of the worry out of this time in your life. Or, select our New Parent e-newsletter. This newsletter provides monthly information to parents from your child’s birth through the first three years. It’s easy to subscribe. Choose the e-newsletter that’s right for you and fill-out the required information. **[Click here to read more.](#)**



SECTION 5: ICD-10 Readiness and Implementation

GCHP has officially launched a project to ensure readiness and compliance with the Centers for Medicare & Medicaid Services (CMS) mandate to transmit and accept the new ICD-10-CM and ICD-10-PCS code sets by October 1, 2014.

GCHP is committed to supporting our provider community through the assessment and testing process to ensure a smooth ICD-10 transition. We ask that, as a provider, your practice consider your readiness to make this change.

In the following months, GCHP will be polling our provider network's readiness through provider readiness surveys. In addition, GCHP will be providing education and supplying information to our provider network through various venues such as provider site visits and town hall meetings.

[Click Here to Read the FAQs](#) for more information on ICD-10.

SECTION 6: Upcoming Events

GCHP will be hosting two Provider Town Hall events in July. The topics that will be presented are Managed Care 101 and Healthy Families Program transition to Medi-Cal.

Please come join us at one of the following times:

July 23, 2013

8 am – 10 am

[Click to Register](#)

or

July 30, 2013

3 pm – 5 pm

[Click to Register](#)