

Memorandum

To: Gold Coast Health Plan Providers

From: Steve Peiser, Senior Director of Network Operations

Re: **Network Certification Sampling**

Date: March 19, 2018

The state Department of Health Care Services (DHCS) performs an annual network certification process for each of its Managed Care Plans. As part of this process, DHCS will be contacting a random sampling of Gold Coast Health Plan (GCHP) providers within the next month to confirm that they are contracted with the Plan.

Providers will be contacted by DHCS by email or phone. The chosen providers will be receiving a roster from DHCS that lists the provider's name, location, and NPI number. If there are multiple providers in a group, more than one provider may be listed on the roster.

DHCS will be confirming the following information:

- The provider type (PCP or Specialist).
- The location of the individual provider sites/office(s).
- That the provider has a current executed contract with GCHP; if the provider does not have an executed contract, that one will be executed by July 1.

If you are contacted by email, you have **five business days** to provide the requested information. If DHCS contacts you by phone, you will be required to confirm the above information verbally at that time or no later than five business days from the date of the phone call.

Please advise your staff that your office may be contacted by DHCS **and that they need to verify whether your office has an executed contract with GCHP. Also, please confirm that your staff knows the other required information.**

If your office is chosen, it is critical that you respond quickly and accurately. DHCS will consider unresponsive providers to be unvalidated, which may result in GCHP failing the provider validation portion of the annual certification.

Thank you for your cooperation.