

Memorandum

To: Gold Coast Health Plan Providers

From: Steve Peiser, Senior Director of Network Management

Re: **Enterprise Transformation Projects**

Date: March 27, 2020

Gold Coast Health Plan (GCHP) is working on replacing its current claims and provider data management systems. Known as the Enterprise Transformation Projects, these new systems will create new efficiencies in the business transactions between GCHP and its providers.

With the new systems, GCHP providers will experience:

- Faster and more accurate claims processing.
- A new provider portal.
- A more efficient way for capturing and reporting data – leading to improved quality scores.
- A data management system that will automate and streamline all aspects of provider data management including credentialing, contracting, network management, quality improvement, ongoing monitoring and compliance, and more.
- A new choice in EDI clearinghouse.
- HIPAA-compliant standards in claims and encounter submissions.

GCHP's new claim system will require additional SNIP-level edits. GCHP currently requires SNIP levels 1-4; starting in the fourth quarter, the Plan will require levels 1-5.

The Plan also will be moving away from using local codes. If your contract with GCHP references local codes, it will need to be amended. Providers will need to update their charge masters by the third quarter in order to conduct testing.

The changes to GCHP's systems are scheduled to be completed in the fourth quarter. In the coming months, you will be receiving detailed information on the forthcoming changes and how you will be affected.

We look forward to working with you throughout this process. If you have any questions, please email ETPQuestions@goldchp.org.