



Memorandum

To: Gold Coast Health Plan (GCHP) Providers
From: Steve Peiser, Senior Director of Network Management
Re: **New Provider Dispute Resolution Process**
Date: March 19, 2020

Gold Coast Health Plan (GCHP) heard your concerns regarding the Provider Dispute Resolution (PDR) process. To address these concerns, the Plan has updated its Provider Claim Reconsideration Form to include additional options and directions to clarify what documentation is needed to quickly and efficiently process PDRs.

With your help, the new form will establish an efficient and expedited PDR process. When submitting the form, please include all required documentation to ensure your appeals and reconsiderations are processed as quickly as possible. **Submitting complete and accurate information will assist in the timely processing and adjudication of appeals and reconsiderations and will help prevent delays in resolving any issues.**

The new form is now available on the GCHP website. Review the updated form [here](#).

If you have any questions, please reach out to the Plan's Provider Relations Department at ProviderRelations@goldchp.org.

Thank you for your time and assistance in this matter. As always, the Plan appreciates your dedication and commitment in caring for GCHP members.

Thank you.