



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



# Gold Coast Health Plan Provider Operations Bulletin

**June 19, 2013**  
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## Table of Contents

<b>Section 1: Podiatry Services</b> .....	<b>3</b>
<b>Section 2: Affordable Care Act – PCP Rate Increase</b> .....	<b>3</b>
<b>Section 3: Healthy Families Program Transition</b> .....	<b>4</b>
<b>Section 4: Newborn and Infant Enrollment</b> .....	<b>4</b>
<b>Section 5: HEDIS Updates</b> .....	<b>5</b>
<b>Section 6: Administrative Members Requiring Specialist Referral</b> .....	<b>5</b>
<b>Section 7: Winning Health Member Newsletter</b> .....	<b>6</b>
<b>Section 8: Tobacco Education and Training</b> .....	<b>6</b>
<b>Section 9: MyPlate – Literature on nutrition and building healthier meals</b> .....	<b>6</b>
<b>Section 10: Men’s Health</b> .....	<b>7</b>
<b>Section 11: Member Grievance Form</b> .....	<b>7</b>
<b>Section 12: Cultural and Linguistic Services</b> .....	<b>8</b>
<b>Section 13: Health Navigator Program</b> .....	<b>8</b>
<b>VCMC AFFILIATED URGENT CARE</b> .....	<b>9</b>
<b>CMH URGENT CARE</b> .....	<b>10</b>
<b>Section 14: Upcoming Events</b> .....	<b>11</b>



## SECTION 1: Podiatry Services

GCHP is pleased to announce that beginning July 1, 2013 certain medically necessary services will be allowed to be performed by a Podiatrist in either a hospital or clinic setting. This decision was approved in order to improve access to care and health outcomes for GCHP members. For a list of services covered, or if you are a Podiatrist and are interested in becoming a GCHP provider, please email us at [providerrelations@goldchp.org](mailto:providerrelations@goldchp.org).

## SECTION 2: Affordable Care Act – PCP Rate Increase

GCHP has been talking about the Affordable Care Act (ACA) PCP rate increase for some time now. GCHP has still not received funding from the State; however, we want to make sure that we keep this topic in front of our Provider Community.

The federal Affordable Care Act (ACA) requires certain primary care services to eligible providers be reimbursed at parity with Medicare for dates of service during calendar years 2013 through 2014. The purpose of the increased payment is to improve quality outcomes and to increase access in preparation for Medi-Cal expansion in 2013.

***It is important for providers (especially capitated providers) to submit claims with all services/encounter included. Without this information, Gold Coast Health Plan will not be able to adequately identify services that are eligible for retro-active payment.***

Medi-Cal released a new Affordable Care Act Pages 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. The website indicates that the provider attestation form will be available in July, 2013.

GCHP is participating in calls with the State and CMS regarding this provision and will continue to provide updates in the Provider Bulletin when they become available.



### SECTION 3: Healthy Families Program Transition

The Healthy Families Program (HFP) transitions into Medi-Cal managed care August 1, 2013. [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 4: Newborn and Infant Enrollment

Infants born to mothers who had Medi-Cal coverage at the time of delivery and continue to live in Ventura County may be eligible for Medi-Cal services via Gold Coast Health Plan.

As a Primary Care Provider (PCP), there are steps you can take to assist your patient in choosing a PCP for their newborn.

1. If you have a patient that recently had a baby that may be eligible for Medi-Cal services, please have the mother complete or assist her in completing the “[Newborn Referral](#)” form. The form should then be faxed to the Ventura County Human Services Agency at 1-805-477-5387. You may also refer the mother to Ventura County Human Services Agency 1-888-472-4463 for more information.
2. If the mother is a GCHP member, please direct and assist to the GCHP website. Click here to access the [GCHP PCP Selection Form](#).

The form should then be faxed to GCHP at 1-888-310-3660. If the mother has questions about how to select a (PCP) for her newborn baby, please direct the member to call Gold Coast Health Plan’s, Member Services Call Center at 1-888-301-1228.



## SECTION 5: HEDIS Updates

Gold Coast Health Plan has completed its first annual NCQA HEDIS® reviews. Participation in HEDIS® shows that our goals are aligned with NCQA's mission of improving the quality of healthcare, and provides an opportunity for the health plan, medical groups, and providers to assess their quality of care.

We want to thank the providers, medical groups, and their staff for your time and support with providing medical records to assist with the HEDIS reviews. We will be providing feedback on the outcome of the reviews in the upcoming months.

## SECTION 6: Administrative Members Requiring Specialist Referral

Gold Coast Health Plan members that have Other Health Coverage (OHC), Share of Cost (SOC), or are enrolled in the Breast and Cervical Cancer Treatment Program (BCCTP) are classified as administrative members.

Members with OHC should follow the rules of their primary insurance when requesting referral to a specialist. If the service is not covered by the member's primary insurance, GCHP must review requests for out of area or out of network specialists.

SOC members have no GCHP benefit until their monthly SOC is met. After the monthly SOC is met, GCHP must review requests for out of area or out of network specialists.

Administrative members enrolled in the BCCTP are either full scope members or have restricted benefits. The full scope members only require an authorization approval when the request is for an out of area specialist. Members with a restricted BCCTP benefit must follow the guidelines defined by their aid code under the BCCTP program.



## SECTION 7: Winning Health Member Newsletter

Gold Coast Health Plan Members Newsletter, *Winning Health*, Summer issue is scheduled to be in homes before the end of June. Below are some of the health topics that were included:

- Sun screening protection and the prevention of skin cancer
- Healthy lifestyle: tips for a fit family
- Exercise and fitness
- Immunization update for parents
- Asthma
- What to do you if Members receive a bill from a provider
- Transition of Healthy Families Program to Medi-Cal
- Contact information and phone numbers
- Reminder to call Member Services for a list of clinics with evening hours.

**Click here** to view the member newsletter. If you have suggestions on health educations topics for our next issue, please call Health Education at 805-981-5367.

## SECTION 8: Tobacco Education and Training

Ventura County Public Health in collaboration with HealthCare Partnerships and the University of Arizona will be sponsoring a workshop titled, “*Basic Tobacco Intervention Skills for Medical & Allied Health Professionals Certification*” on Wednesday, June 19, 2013 at the North Oxnard Public Health Office 2240, E. Gonzales Road, Conference Room, 280 from 9:00 AM – 11:00 AM. Training is free. For more information about the training and CEUs and CMEs, please call GCHP Health Education Department at 805-981-5367.

## SECTION 9: MyPlate – Literature on nutrition and building healthier meals

The United States Department of Agriculture (USDA), Center for Nutrition Policy and Promotion replaced MyPyramid with MyPlate. The focus of MyPlate is help consumers and providers with easy-to-understand visuals aids to help individuals with healthy eating habits by illustrating the portions size of each food group per servings. For more information about free printable & ordering materials, please visit [www.choosemyplate.gov](http://www.choosemyplate.gov).



## SECTION 10: Men's Health

June is Men's Health and Cancer Awareness Month. Take this time to help raise awareness about preventable health problems and encourage men and boys in your practice to engage in healthy lifestyle habits. Encourage the participation in health screenings and follow through with treatment once a health problem is diagnosed. For more information about Men's Health Awareness Month, visit the following sites:

- Center for Disease Control and Prevention, (CDC) website at: <http://www.cdc.gov/Features/HealthyMen>.
- Office of Minority Health, (OMH) website at: <http://minorityhealth.hhs.gov>
- National Heart, Lung and Blood Institute (NIH) website at: <http://www.nhlbi.nih.gov/guidelines/obesity/BMI/BMI/bmicalc.htm>, to learn more about how to measure BMI.

## SECTION 11: Member Grievance Form

If Members are unhappy or dissatisfied with the quality of care and/or treatment received, he or she may file a grievance or complaint with the GCHP.

A complaint is a verbal expression of dissatisfaction by a member that can be resolved within 24 hours. Complaints typically involve minor issues and do not require investigation. A complaint that is resolved within 24 hours does not require a formal written response. A complaint can be filed just for documentation purposes.

A grievance is a formal statement that will be reviewed Member Services. If there is a clinical issue, medial review is also performed and issues are addressed with the provider.

A grievance or complaint can be called in to GCHP Member Services at 888-301-1228 Monday –Friday, from 8:00 AM to 6:00 PM. Grievances can also be mailed to GCHP Grievances, P.O. Box 9176, Oxnard, CA 93031. [Click here](#) to access the form that is available in both English and Spanish. If a member needs assistance in completing the form, please refer the Member to the Health Education Department or Member Services at 888-301-1228.



## SECTION 12: Cultural and Linguistic Services

Gold Coast Health Plan offers free sign language and interpreter services for Members. If you have a Member who needs an interpreter or sign language assistance please call Member Services at 888-301-1228 for more information.

## SECTION 13: Health Navigator Program

To help Members navigate through the manage care system and emergency room visits, GHCP implemented the Health Navigator Program. The goal of the Health Navigator Program is to assist Members who frequent the emergency room (ER) for their primary care needs. The Health Navigator contacts members who have visited the ER and helps reconnect the Member back to their PCP after a discharge from an outpatient ER visit. The Health Navigator also helps inform the Member of contracted urgent care centers and hours of operations. To help Members through the health systems of care, Health Education Department staff prepared a resource guide with a listing of in-network urgent care centers and hours of service. If you would like to receive a copy of the resource guide, please contact the Health Education Department at 805-981-5367.



## VCMC AFFILIATED URGENT CARE

### **Las Islas Urgent Care**

325 W. Channel Islands Blvd., Oxnard, CA  
Hours: 7:30 AM -7:00 PM (M-F) and 8:30-5:00 PM (Sat & Sun)  
805-483-0198

### **Magnolia Urgent Care**

2240 E. Gonzales Rd, Suite 120, Oxnard, CA  
Hours: 9:00 AM -7:00 PM (M-F) and 8:00-5:00 PM (Sat & Sun)  
805-981-5181

### **Academic Family Medicine Center Urgent Care**

3291 Loma Vista Rd, Bldg 340 Suite 101, Ventura, CA  
Hours: 9:00 AM -6:00 PM (M-F) and 9:00-4:00 PM (Sat); Closed Sun  
805-652-6500

### **West Ventura Urgent Care**

133 W Santa Clara Street, Ventura, CA 93001  
Hours: 8:00 AM -7:00 PM (M-F); 8:30-5:00 PM (Sat); 8:00-1:00PM (Sun)  
805-641-5620

### **Sierra Vista Urgent Care**

1227 E Los Angeles Avenue, Simi Valley, CA  
Hours: 9:00 AM -7:00 PM (M-F) and 8:00-5:00 PM (Sat & Sun)  
805-582-4050

### **Fillmore Urgent Care**

828 W Ventura Street, Suite 100, Fillmore, CA  
Hours: 9:00 AM -7:00 PM (M-F); Closed (Sat & Sun)  
805-524-8604

### **Conejo Valley Urgent Care**

125 W Thousand Oaks Blvd, Suite 200, Thousand Oaks, CA  
Hours: 9:00 AM -12:00 PM (M-Th); 10:00 AM-7:00 PM (Fri); and 9:00 AM-5:00 PM (Sat & Sun)  
805-418-9105



## CMH URGENT CARE

### **Center for Family Health Saviers Urgent Care**

2921 S Saviers Road, Oxnard, CA

Hours: 8:00AM -9:00PM (M-F) and 9:00 AM-9:00 PM (Sat & Sun)

805-487-5585

### **Center for Family Health Santa Paula Urgent Care**

242 E Harvard Blvd, Suite C, Santa Paula, CA

Hours: 5:00 PM-9:00 PM (M-F) and 9:00 AM -9:00 PM (Sat & Sun)

805-525-9595

### **Center for Family Health Camarillo Urgent Care**

422 Arneill Road Suite A, Camarillo, CA

Hours: 9:00AM -7:00 PM (M-F) and 9:00 AM-7:00 PM (Sat); Closed (Sun)

805-383-4520



## Section 14: 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.

**Hold the Date:**

**July 23, 2013**      or      **July 30, 2013**  
8 am – 10 am                      3 pm – 5 pm

Stay tuned for further information on location how to register.