

Memorandum

To: Gold Coast Health Plan Providers

From: Vicki Wrighster, Director of Network Operations

Re: **Claims Processing Delay/Authorization Requests/Extended Call Center Hours**

Date: May 5, 2021

CLAIMS PROCESSING DELAYS

Gold Coast Health Plan (GCHP) implemented a new claims system on May 3, 2021. Due to the transition, the loading of claims into the new system is taking longer than expected, leading to a delay in this week's claims processing.

This week's check run will take place on Friday, May 7, 2021. Most providers can expect to receive their payments by Tuesday, May 11, 2021. Next week's check run is scheduled to take place on Tuesday, May 11, 2021.

AUTHORIZATION REQUESTS

Until further notice, please fax all authorization requests directly to GCHP at **1-855-883-1552**. The Prior Authorization Treatment Request Form is available on the GCHP website. [Click here](#) to download it.

We will notify you when you can begin submitting authorizations through the new i-Transact Provider Portal.

EXTENDED CALL CENTER HOURS

If you have any questions, please feel free to email us at ETPQuestions@goldchp.org. You also may contact our Customer Service Department at **1-888-301-1228**.

Please note that due to an increase in calls, we are experiencing wait times that are longer than normal. To accommodate the additional call volume, we have temporarily extended our call center's business hours. Customer Service Representatives are available Monday through Friday from 7 a.m. to 6 p.m. They also will be available on Saturday, May 8, 2021 and Saturday, May 15, 2021 from 9 a.m. to 2 p.m.

Thank you for your patience as we continue to work on our system conversion!