

Memorandum

To: Gold Coast Health Plan Providers

From: Vicki Wrihster, Director of Network Operations

Re: **Action Required: GCHP Claims System Go-Live**

Date: April 30, 2021

Gold Coast Health Plan (GCHP) has been working to implement a new Managed Care Claims System. We are pleased to announce that this new system will be going live on Monday, May 3, 2021. As with any new system implementation, the provider experience will be different from what it has been, and we hope to make the transition as smooth as possible for you.

Important process changes are outlined below:

Provider Portal:

GCHP will be transitioning from the current IKA Provider Portal to the new i-Transact Provider Portal over the weekend:

- The current IKA Provider Portal will no longer be available to providers as of **5 p.m. on Friday, April 30, 2021**.
- The new i-Transact Provider Portal will be available beginning at **8 a.m. on Monday, May 3, 2021**.
- Providers will not have access to any portal during the transition.

New user accounts and passwords are required to access the i-Transact Provider Portal (Portal). To obtain your provider sign-on information:

1. Assign someone in your office to call GCHP's Customer Service Department at 1-888-301-1228.
2. The Customer Service Representative (CSR) will help that person identify the predetermined "Superuser" in your office. The Superuser is the only person who can obtain an 'access code' that will allow the Superuser to create user accounts for the Superuser's office.
3. The CSR will help the Superuser register for a Portal account using a unique access code that can only be used by the Superuser one time per the Superuser's provider office.
4. Once the Superuser is registered, the Superuser will be able to create accounts for providers in the Superuser's office and assign specific capabilities to each account holder.
5. For providers with multiple offices, the "Superuser" in each office must establish user accounts for the users at each office location. Users who work out of multiple offices will have different logins for each office location.

An i-Transact Provider Portal User Guide is available on the GCHP website. [Click here](#) to view it.

Please remember the GCHP Customer Service Department is available to help you with the sign-on process.

Authorization Request Submission:

GCHP is continuing to work with its vendor, Conduent, on the authorization capabilities in the Portal. Authorizations can be submitted via the Portal or via fax at 1-855-883-1552. The Prior Authorization Treatment Request Form is available on the GCHP website. [Click here](#) to download it.

Authorization status checking is not currently available on the Portal. To obtain status of your authorization request, please contact GCHP's Customer Service Department at 1-888-301-1228.

Claims:

Providers can submit claims through the Portal or electronically via clearinghouses. There is two years of claims history available on the Portal for reference purposes.

Resources:

To help you through this change, GCHP has several resources available on the GCHP website. These resources include:

- **i-Transact Provider Portal User Guide:** Provides detailed instructions on how to use the Provider Portal.
- **Provider Training Video:** This recording of one of the most recent provider training webinars outlines the system changes at a high level.

[Click here](#) to view them.

Coming soon:

- **Provider Resource Guide:** Provides a comprehensive look at the changes as a result of the system change. The guide is organized by departments and will be updated as new changes are identified. This guide will act as a single reference document to assist providers.

Thank you for your patience as we go through this system conversion together. If you have any questions, please feel free to email us at ETPQuestions@goldchp.org.