



Memorandum

To: Gold Coast Health Plan Providers

From: Vicki Wrihster, Contracts Manager

Re: Gold Coast Health Plan (GCHP) Claims System Change

Date: October 15, 2020

Beginning in December, Gold Coast Health Plan (GCHP) will implement a new claims system to better serve providers. As a result of the system conversion, several functions and documents will change. To help providers understand the changes, GCHP will conduct virtual provider trainings from Oct. 28 through Nov. 17. The training schedule and meeting access link can be found on the following page.

It is important that a representative from each office attend one of the upcoming trainings. There will be an opportunity to ask questions. However, due to time constraints, questions will be limited. To capture and respond to everyone's questions, GCHP has created an email address for your use. Please send any questions or concerns to ETPQuestions@goldchp.org.

Thank you.

Claims System Changes Teams Meeting Link

Please use the following link to attend any of the scheduled meetings. Press “control” and click on the link to enter Microsoft Teams. If you have never used Teams, we recommend that you click on the link at least 10 minutes before the meeting starts to allow time to download the program.

[Join Microsoft Teams Meeting](#)

[+1 805-324-7279](#) United States, Santa Barbara (Toll)

Conference ID: 799 855 164#

Claims System Changes Provider Meeting Schedule

Meeting Date	Meeting Times	Provider Groups
Wednesday, Oct. 28, 2020	12 p.m. - 1:30 p.m.	HH, Hospice, LTC, CBAS, Audiology, SNF, LTC, CHLF, ASC, PT/OT/ST, ICF, Urgent Care
Thursday, Oct. 29, 2020	12 p.m. - 1:30 p.m.	VCMC
Tuesday, Nov. 3, 2020	12 p.m. - 1:30 p.m. 2 p.m. - 3 p.m. 3:30 p.m. - 4:30 p.m.	CMH HCA (West Hills, Los Robles) Simi Valley
Wednesday, Nov. 4, 2020	12 p.m. - 1:30 p.m. 2 p.m. - 3:30 p.m.	Clinicas del Camino Real Dignity Hospitals & Medical Group
Thursday, Nov. 5, 2020	12 p.m. - 1:30 p.m.	Independent PCPs, Specialists (Last names and groups beginning with A-L)
Tuesday, Nov. 10, 2020	2 p.m. - 3:30 p.m.	DME, Orthotics & Prosthetics, Pharmacy, Sleep Therapy, Imaging, Dialysis
Wednesday, Nov. 11, 2020	2 p.m. - 3:30 p.m.	Specialists (Last names and groups beginning with M-Z)
Thursday, Nov. 12, 2020	12 p.m. - 1:30 p.m. 2 p.m. - 3 p.m. 3:30 p.m. - 4:30 p.m.	UCLA System USC System Cedars System
Tuesday, Nov. 17, 2020	12 p.m. - 1:30 p.m. 2 p.m. 3 p.m. 3:30 p.m. - 4:30 p.m.	Kindred Hospitals, Providence Hospitals, Cottage Hospitals COH CHLA