



Memorandum

To: Gold Coast Health Plan Providers

From: Steve Peiser, Senior Director of Network Management

Re: **Gold Coast Health Plan Network Outage: August 18**

Date: August 17, 2020

On Tuesday, Aug. 18, Gold Coast Health Plan's (GCHP) computer network will be unavailable for several hours because of a planned power outage. Southern California Edison, in coordination with GCHP's property management company, will be shutting off the power from 4:30 a.m. - 8:30 a.m. as part of their required work to protect public safety. To safeguard GCHP's technical equipment and systems, *GCHP must turn off its entire computer network from about 3 a.m. - 12:30 p.m.*

Because the outage will overlap with GCHP's business hours, certain systems will be unavailable, including paper-based faxes and local GCHP phone lines.

During the outage:

- **Providers can reach GCHP by emailing ProviderRelations@goldchp.org.**
- **Authorization requests should be faxed to 1-855-883-1552 (faxes are received electronically).**
- **Members should contact GCHP's call center at 1-888-301-1228 / TTY 1-888-310-7347.**

A notice will be posted to GCHP's website when all systems are available once again. We regret this inconvenience and appreciate your patience.