

Memorandum

To: Gold Coast Health Plan Network Providers

From: Steve Peiser, Senior Director of Network Management

Re: **Clinicas del Camino Real (CDCR) Division of Financial Responsibility (DOFR)**

Date: October 22, 2020

Gold Coast Health Plan (GCHP) and Clinicas del Camino Real (CDCR) have entered into a new agreement, effective May 1, 2020. This new agreement with CDCR has resulted in modifications to the prior Division of Financial Responsibility (DOFR), reflecting changes in both GCHP’s and CDCR’s financial responsibility for services provided to CDCR members. A copy of the updated DOFR is attached for your review and reference.

The table below will help you determine how to obtain authorizations from the correct entity and where to send claims for processing by the party responsible for payment:

Category	GCHP Financial Responsibility	CDCR Financial Responsibility
Authorizations	<p>Click here to see a list of services requiring prior authorization.</p> <p>Providers that have access to the GCHP Provider Portal should continue to use it for authorization requests.</p> <p>Providers that do not have access to the GCHP Provider Portal should download the Pre-Authorization Treatment Request Form.</p>	<p>Submit authorization requests to: https://portal.medpartnersmso.com/login/ or fax them to 1-805-200-4955.</p>
Billing and Claims	<p>For services listed under the DOFR as GCHP’s financial responsibility, please submit claims electronically via a clearinghouse.</p>	<p>For services listed under the DOFR as CDCR’s financial responsibility, providers should submit their electronic claims through Office Ally. The trading partner address is: CDCR1.</p>

	<p>If you are unable to submit claims electronically, which is preferred, please mail paper claims to:</p> <p>Gold Coast Health Plan P.O. Box 9152 Oxnard, CA 93031</p> <p>Providers should call GCHP's customer service line at 1-888-301-1228 with any questions about claims.</p>	<p>If you are unable to submit claims electronically, please mail paper claims to:</p> <p>Clinicas del Camino Real, Inc., P.O. Box 1348 Camarillo, CA 93011</p> <p>Providers should call the CDCR customer service line at 1-800-655-2700 with any inquiries about claims and existing authorizations.</p>
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