



**Gold Coast  
Health Plan**<sup>SM</sup>  
A Public Entity



# Gold Coast Health Plan Provider Operations Bulletin

**April 16, 2013**

**Edition : POB-008**



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## SECTION 1: Provider Town Hall Meetings

Come join Gold Coast Health Plan (GCHP) Provider Relations Department as we host a series of Town Hall Meetings to discuss the following topics:

- Gold Coast Health Plan Overview
- ACA PCP Rate Increase
  - What does this mean to providers?
  - Who is eligible to receive the increase?
  - What steps do providers need to take?
- HFP Transition to Medi-Cal
  - How will this affect your practice?
  - How will the transition affect your patients?
- Access to Services
  - How to access services for your patients.
  - Where are providers seeing gaps in the current GCHP network?

Please register for one of the following dates/locations by clicking the link below each date:

### **April 17, 2013**

Academic Auditorium  
3291 Loma Vista Rd., Building 340  
Ventura, CA  
3pm – 5pm

[Click here to register](#)

### **April 24, 2013**

Ventura County Health Services  
22410 E. Gonzales Rd. Suite 200  
Oxnard, CA  
10am – 12pm

[Click here to register](#)

### **April 30, 2013**

HCA - The Simi Room  
980 Enchanted Way  
Simi Valley, CA  
3pm – 5pm

[Click here to register](#)



## SECTION 2: Access to Care Standards

Appointment Availability: GCHP would like to take this opportunity to remind providers of the required timely access to care standards:

Type of Care	Wait Time
Emergency Services	Immediately
Urgent Care	Within forty-eight (48) hours (No Preauthorization required)
Primary Care	Within ten (10) business days of request for appointment
Specialty Care	Within fifteen (15) business days of request for appointment
Ancillary services for diagnosis or treatment	Within fifteen (15) business days of request for appointment
* Initial Health Assessments (IHA) and Individual Health Education Behavioral Assessments (IHEBA)	Within one-hundred-twenty (120) calendar days after enrollment
Waiting time in office	Not to exceed thirty (30) minutes after time of appointment
**Sensitive services	Ensure confidentiality and ready access to sensitive services without barriers- NO AUTHORIZATION REQUIRED

\* IHA/IHEBA – Providers must reach out to newly assigned members to schedule these appointments. All efforts to contact the member must be clearly documented in the medical record, including the date(s) and time(s) of the call.

\*\*Sensitive Services – It is important to check with the member regarding mailing of reports and billing to ensure that these documents are not intercepted by family members or other unauthorized persons.



### SECTION 3: Reporting Encounter Data

Encounter Data are detailed data about individual services rendered by a provider. The level of detail about each service reported is similar to that of a standard claim form. (Encounter data for capitated providers where no claims payment is expected since services are prepaid are also sometimes referred to as "shadow claims" or "dummy claims".)

Capitated providers are required by GCHP to submit claims for **all of their services**, even though they are "prepaid" by capitation. Claims that have been prepaid via capitation are considered "encounter data" in that the claim describes the details of patient encounters with the PCP. GCHP requires that you submit encounter data at least once a month, as it is critical for disease management programs and HEDIS studies. This data will also be used by GCHP to ensure payment of the PCP rate increase to providers.

### SECTION 4: Enteral Nutrition Billing

Add BO modifier to enteral nutrients (B4149 – B4162) when administered by mouth. This modifier will save time for Medi-Medi claims processing, as oral nutrition is not covered by Medicare. The BO will instruct the examiner not to deny for Medicare EOB and will process as primary.

### SECTION 5: Provider Relations Territories

GCHP is proud to introduce you to your Provider Relations Teams. Teams are coordinated by zip code and are designed to fulfill provider needs. The following grid will guide you toward your assigned team.

Internal Provider Relations Representative: For general questions, contract issues/clarification, and assistance with the GCHP provider portal.

External Provider Relations Representative: Provider site visits, orientations and educational needs.



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<p>93001 93003 93004 93015 93022 93023 93030 93041</p>	<p>91320 91360 91361 91362 91377 93010 93021 93031 93033 93035 93036 93060 93063 93065</p>