



Memorandum

To: Gold Coast Health Plan Providers
From: Vicki Wrighster, Director of Network Operations
Re: **Extended Call Center Hours**
Date: May 7, 2021

Gold Coast Health Plan (GCHP) implemented a new claims system on May 3, 2021. Due to the transition, our call center is experiencing an increase in calls, leading to wait times that are longer than normal. To accommodate the additional call volume, we have temporarily extended our call center's business hours.

The new hours are:

- Monday through Friday from 7 a.m. to 6 p.m.
- Saturday, May 8, 2021 and Saturday, May 15, 2021 from 9 a.m. to 2 p.m.

If you have any questions, please feel free to call **1-888-301-1228** during those hours. You may also email us at ETPQuestions@goldchp.org.

Thank you for your patience as we continue to work on our system conversion!