



**Gold Coast
Health Plan**SM
A Public Entity

Provider Operations Bulletin

APRIL 2019

Table of Contents

SECTION 1: State Department of Health Care Services (DHCS) Audit..... 3

SECTION 2: Provider Information Update Request..... 3

SECTION 3: Provider Portal..... 3

SECTION 4: Important Reminders When Submitting Authorization Requests via the Provider Portal..... 4

SECTION 5: Resources on the Gold Coast Health Plan (GCHP) website 4

SECTION 6: Affirmative Statement about Utilization Management..... 5

SECTION 7: Low Back Pain 6

SECTION 8: Provider Reconsideration Request Form 7

SECTION 9: Corrected Claim 7

SECTION 10: Balance Billing Member..... 7

SECTION 11: Provider Grievance Response 8

SECTION 12: New Brochure on Dialysis Transportation..... 8

SECTION 13: Growing Up Healthy and Staying Healthy Brochures 8

SECTION 14: Pregnancy and New Parent E-Newsletters..... 9

SECTION 15: Flu and Vaccine Clinic Hours..... 9

SECTION 16: Immunization Brochures..... 10

SECTION 17: Postpartum Project..... 10

SECTION 18: Cultural and Linguistic Services..... 11

SECTION 19: Resources for Cultural Competency Trainings in Health Care..... 12

SECTION 20: Language Assessment for Health Care Providers and Staff 12

SECTION 21: Member Benefit Information Meetings..... 13

SECTION 1:

State Department of Health Care Services (DHCS) Audit

Gold Coast Health Plan (GCHP) is scheduled to go through a medical audit by the state Department of Health Care Services (DHCS) in June. You may be contacted by DHCS nurse evaluators and/or visited on-site by the auditors to ensure that you are abiding by state standards. Among the Plan's responsibilities when doing site visits is to ensure that materials for members are readily available and that any concerns providers are having are brought to the Plan's attention.

SECTION 2:

Provider Information Update Request

In an effort to improve operations, Gold Coast Health Plan (GCHP) has entered into an agreement with BetterDoctor, a primary source verified data management service that is used by health plans across the country.

BetterDoctor, which some of you may have already worked with, will help GCHP obtain updated demographic information for the Plan's contracted provider network. As you know, having correct information in GCHP's systems ensures that communication between the Plan and providers flows as smoothly as possible. This information is critical for proper claims administration, authorization of services, and other operational functions performed by the Plan to support its provider network.

With more than 6,000 individual providers contracted with GCHP, BetterDoctor offers the Plan an opportunity to gather data quickly and efficiently.

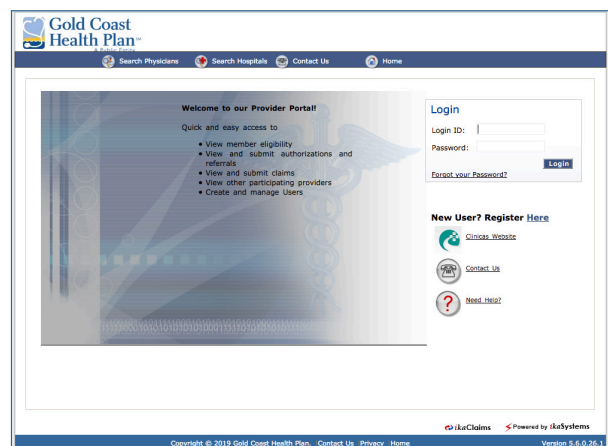
Representatives from BetterDoctor will be reaching out to GCHP's provider network via the Provider Portal, email, fax, and telephone. Please respond to those requests as quickly as possible so that GCHP's systems can be updated expeditiously.

If you have any questions regarding this, please reach out to GCHP's Provider Relations Department at ProviderRelations@goldchp.org.

SECTION 3:

Provider Portal

Registered providers may access the Gold Coast Health Plan (GCHP) Provider Portal to verify the eligibility of GCHP members, check the status of a claim and query, and submit prior authorizations. Providers must register using their GCHP Provider Identification Number (PIN) to access the portal. To start using these services, go to the [Provider Web Portal](#) and complete the registration process. For assistance, please contact the Plan's Customer Service Department at 1-888-301-1228 or e-mail ProviderRelations@goldchp.org.



SECTION 4:

Important Reminders when Submitting Authorization Requests via the Provider Portal

When creating an authorization through the Gold Coast Health Plan (GCHP) Provider Portal, please make sure to use the comments section to enter the name and phone number of the contact person for the request. This information helps GCHP's Health Services Department direct questions to the right person and ask for additional information, if needed. Doing this prevents delays in processing.

When you have a request that is urgent and needs to be expedited because the standard timeframe for review will seriously jeopardize the member's life, health or the ability to attain, maintain, or regain maximum function, GCHP's Health Services Department recommends that the request be faxed to the Plan at 1-855-883-1552 instead of submitting it through the Provider Portal. Faxing an expedited or urgent request can prevent delays in processing.

Only services that meet the definition of urgent should be submitted as expedited. When non-urgent requests are submitted as expedited, processing times may be delayed for services that are truly urgent.

SECTION 5:

Resources on GCHP's website

Visit the Gold Coast Health Plan (GCHP) [website](http://www.goldcoasthealthplan.org) to access resources and tools, such as:

- **Provider Directory:** The GCHP Provider Directory is available in PDF format to download and print at your convenience.
- **Drug Formulary:** GCHP's List of Covered Drugs is available along with other pharmacy information.
- **Forms and Documents:** GCHP's various forms and documents are available on the website.

If you have suggestions on ways GCHP can improve its service to providers or members, please email them to ProviderRelations@goldchp.org.



SECTION 6:

Affirmative Statement about Utilization Management

The mission of Gold Coast Health Plan (GCHP) is *“To improve the health of our members through the provision of high quality of care and services.”* GCHP supports its mission through its vision, *“Compassionate care, accessible to all, for a healthy community.”* In accordance with that, GCHP’s Utilization Management (UM) Department has an affirmation statement about UM incentives that is understood by all those involved in UM decision-making:

- UM decision-making is based only on appropriateness of care and services and existence of coverage.
- GCHP does not specifically reward practitioners or other individuals for issuing denials of coverage.
- Financial incentives for UM decision makers do not encourage decisions that result in underutilization.

Clinical Criteria

The UM Department uses criteria that is clinically sound, nationally developed and accepted to make decisions about medical necessity. The clinical criteria used includes, but is not limited to:

- MCG Care Guide Quality Improvement Guidelines
- Other nationally-recognized criteria: Occasionally, a service is requested for which a GCHP clinical guideline is not available. In these instances, GCHP’s medical directors and physician reviewers will review guidelines from other national professional organizations. Resources may include, but are not limited to:
 - UpToDate: An evidence-based physician-authored clinical decision support resource.
- GCHP Clinical Guidelines

The above criteria are available to you upon request by contacting GCHP’s Customer Service Department at 1-888-301-1228.



SECTION 7:

Low Back Pain

According to the National Committee for Quality Assurance (NCQA), nearly 2.5 million Americans visit outpatient clinical settings for low back pain each year. Often, providers perform unnecessary or routine imaging (X-rays, MRIs, CT scans) for low back pain despite evidence showing that this is not associated with improved outcomes. The NCQA contends that the majority of individuals with severe low back pain show improvement within the first two weeks of initial pain and that the use of imaging can adversely expose patients to unnecessary radiation, further unnecessary treatments, as well as contribute to health care costs.

Healthcare Effectiveness Data and Information Set (HEDIS®) Measure: Use of Imaging Studies for Low Back Pain (LBP)

The NCQA HEDIS® measure, Use of Imaging Studies for Low Back Pain (LBP), examines the percentage of members 18 years and older with a primary diagnosis of low back pain who did not have an imaging study (plain X-ray, MRI, CT scan) within 28 days of diagnosis. This measure is inverted, meaning that the higher the number of members who do not receive unnecessary imaging for low back pain, the higher the rate.

In measurement year (MY) 2017, GCHP's LBP rate ranked at the minimum performance level (NCQA 25th percentile), as it had fallen 4.88% from the previous measurement year.

Measurement Year	2015	2016	2017
LBP rate	73.51	73.89	69.01
NCQA National Percentile Rank	50 th	50 th	25 th

GCHP is currently working on compiling data to assess the LBP rate for MY 2018 and aims to achieve the 75th percentile.

LBP Best Practices:

- Imaging should be used when other noninvasive regimens have failed and injections or surgery are being considered.
- Effective treatments for acute low back pain are:
 - Nonsteroidal anti-inflammatory drugs, acetaminophen, and muscle relaxants.
- Recommend that the patient stay as active as possible, within their pain limits, and return to normal activities as soon as possible.
- Patients should avoid bed rest, lifting, twisting, and bending.
- Provide patient education, which is vital to decreasing the patient's anxiety about back pain, improve discomfort and help eliminate the possibility of re-injury. The links below can help providers better educate their patients about low back pain:
 - [National Institute of Neurological Disorders and Stroke](#)
 - [MedlinePlus](#)
 - [Mayo Clinic](#)

Additional HEDIS® Resources

For additional information on appropriate documentation for the Low Back Pain HEDIS® measure, [click here](#). If you have any questions, please contact the Quality Improvement Department at hedis@goldchp.org.

SECTION 8:

Provider Reconsideration Request Form

Please remember to attach the Provider Reconsideration Request Form to your Provider Resolution Dispute, Provider Grievance or an Appeal when you are submitting your request.

The Provider Reconsideration Request Form allows you to choose from the following:

Provider Dispute: A request for reconsideration of an original claim that has been previously denied or underpaid.

Appeal: A review by GCHP of an Adverse Benefit Determination, which is a denial, deferral or limited authorization of a requested covered service, including determinations on the level of service; denials of medical necessity; reduction, suspension, or termination of a previously authorized service.

Grievance: A request for reconsideration of a previously disputed claim in which the provider is not satisfied with the resolution outcome.

[Click here](#) for the Provider Reconsideration Request Form.

SECTION 9:

Corrected Claim

A **corrected claim** is a replacement of a previously-submitted claim (e.g., changes or corrections to charges, clinical or procedure codes, dates of service, member information, etc.). Because a corrected claim is not an inquiry or appeal, please do not submit a *Provider Reconsideration Request Form* with a corrected claim; however, you can use the *Claim Correction Form*.

- **Please Note:** Do not mark a claim as “**corrected**” if additional information is requested, such as medical records or an Explanation of Benefits (EOB) from a primary carrier, unless a change is made to the original claim submission.

[Click here](#) for the Claim Correction Form.

SECTION 10:

Balance Billing Member

Balance billing occurs when the provider or billing company, acting on behalf of the provider, bills the member the difference between the provider’s charge and the allowed amount.

- **Please Note:** A provider of health care services who obtains proof of **Medi-Cal** eligibility may not seek payment from the beneficiary for covered services. If the provider receives notice, the provider and any debt collector must cease debt collection and correct any reports to consumer reporting agencies.

Reference: Cal. Welf. & Inst. Code § 14019.4

SECTION 11:

Provider Grievance Response

- Important Provider Notice:** Providers must cooperate with GCHP in identifying, processing and resolving all member complaints. Cooperation includes, but is not limited to, completing a Provider Response Form, providing pertinent information related to the complaint, and/or speaking with GCHP's Grievance & Appeals representatives to assist with resolving the complaint in a reasonable manner. Please remember to send back the Grievance & Appeals Provider Response Form within the specified timeframe.

SECTION 12:

New Brochure on Dialysis Transportation

How to Cancel a Ride
If you no longer need a ride or if your appointment is canceled or rescheduled, please call the transportation company as soon as possible so we can inform you that you no longer need a ride. Call 1-855-628-7423 or TTY 711 (California Relay Service).

Como cancelar un viaje
Si usted ya no necesita el transporte o si su cita se cancela o es reprogramada, por favor llame a la compañía de transporte para decirle que ya no es necesario el transporte. Llame al 1-855-628-7423 o TTY 711 (Servicio de Relación de Emergencia de California).

Gold Coast Health Plan
www.goldcoasthealthplan.org

Statement of Non-Discrimination and Language Assistance
Declaración de No Discriminación y Asistencia Lingüística

Gold Coast Health Plan (GCHP) offers rides to its members at no cost. One-way or round-trip rides are available for your most medical visit.

Gold Coast Health Plan (GCHP) ofrece transporte a sus miembros sin costo. El viaje de ida o de ida y vuelta está disponible para su próxima visita médica.

Rides are for members who have no other way to get to the doctor.

There are two kinds of ride services:

- Non-Emergency Medical Transportation (NEMT)** is for members who cannot sit in a vehicle due to a medical health problem and need to be transported in a specialized vehicle, such as a wheel chair or gurney van.
- Non-Medical Transportation (NMT)** is for members who need a ride to medical-related services.

El transporte es para los miembros que no tienen otra manera de acudir al médico.

Hay dos tipos de servicios de transporte:

- Transporte Médico No de Emergencia (NEMT)** es un tipo de (regla) es para los miembros que no pueden ir sentados en su vehículo debido a un problema de salud y necesitan ser transportados en un vehículo especializado, tal como una silla de ruedas o una camioneta con andami.
- Transporte No Médico (NMT)** por su regla en (regla) es para miembros que necesitan transporte a servicios médicos relacionados.

How to get NEMT services

- Call your doctor to see if you are eligible.
- Your doctor will need to fill out a form and send it to GCHP for approval.
- Someone will call you to help you get a ride for your next medical visit.
- A ride to your medical visit needs to be arranged at least 48 hours prior.
- Use your GCHP ID / Medi-Cal ID to the driver.

Cómo obtener servicios de NEMT

- Llame a su médico para ver si es elegible.
- El médico deberá llenar un formulario y enviarlo a GCHP para su aprobación.
- Alguien le llamará para ayudarle a conseguir transporte para su próxima visita médica.
- El transporte a su cita deberá ser tramitado al menos 48 horas antes.
- Muestre su identificación de GCHP / identificación de Medi-Cal al conductor.

How to get NMT services

- Rides are available 24 hours a day seven days a week.
- No pre-approval is needed.
- To schedule a ride, call 1-855-628-7423 or TTY 711 (California Relay Service) at least 48 hours in advance if possible (but not necessary).
- Use your GCHP ID / Medi-Cal ID to the driver.

Cómo obtener servicios de NMT

- La transportation está disponible 24 horas al día los siete días a la semana.
- No se necesita preaprobación.
- Para planear un viaje, llame al 1-855-628-7423 o TTY 711 (Servicio de Relación de Emergencia de California) al menos 48 horas antes o en un público (pero no es necesario).
- Muestre su identificación de GCHP / identificación de Medi-Cal al conductor.

Gold Coast Health Plan
www.goldcoasthealthplan.org

Gold Coast Health Plan's (GCHP) brochure on dialysis transportation highlights the two different types of transportation services that are available to members at no cost. It also explains how members can schedule a ride to and from appointments and how to cancel a ride if it is no longer needed.

[Click here](#) for the dialysis transportation brochure, which is in English and Spanish.

SECTION 13:

Growing Up Healthy and Staying Healthy Brochures

The state Department of Health Care Services (DHCS), Child Health and Disability Prevention (CHDP) Program provides educational materials for parents on the health, nutrition, dental care, and safety of their children. The brochures also explain what parents can expect from a newborn up to the age of 20. There are 14 age-appropriate brochures in English and Spanish.

[Click here](#) to access the English "Growing Up Healthy" and "Staying Healthy" brochures; [click here](#) for the Spanish brochures.

Dental

- Brush teeth, eat healthy food.
- Wipe baby's gums gently with a soft cloth, six days every day.
- For breastfeeding babies, it's best to wait until one month of age to use a pacifier.
- Do not use baby bottles for longer or suckling covers. They can make baby's teeth sick.
- Only give a clean pacifier. If it fits one-way, it doesn't have to be clean.
- The germ that causes cavities can be spread from your mouth to your baby's. Don't share anything that has been in your mouth with your baby.

Nutrition

Breastfeeding is best.

- Measure for healthy and drink lots of water.
- Have often, 8-12 times in 24 hours.
- The more you nurse, the more milk you will make.
- Ask your doctor about Vitamin D for baby.
- Pump and freeze milk for later use.

If formula feeding, give formula with love.

- Always hold baby close while feeding.
- Use the prep you like best.
- Feed newborn about 2 ounces of formula every 2-3 hours - watch for baby's cues.
- Feed a 1-2 month old about 3-5 ounces of formula every 3-4 hours.
- It is OK if baby does not finish bottle.

Parents: Stop the spread of carpal tunnel. Take care of your own teeth.

- Brush in the morning and brush and floss before bed.
- Make a dental appointment for yourself.
- Ask about gum care with topical and mouth washes to prevent cavities in your mouth.

Seek help early for any feeding problems.

- Feed baby more to baby's problems.
- Learn baby cues when hungry or full.
- Turn baby away, close mouth, or release hands.
- Put only breast milk or formula in bottle.

Today's Date: _____
Name: _____
Age: _____
Length: _____ **Weight:** _____
Next Appointment: _____
Date: _____
Important phone numbers:
 Pediatrician: _____
 Pediatric Nurse: _____
 Pediatrician: _____
 CA Poison Action Line: 1-800-222-1222

Dental

- You should have a "dental home" for the dentist who sees you or a school dentist.
- Ask dentist about fluoride, braces, mouthguards and "cavities" teeth.
- Be responsible, brush teeth and floss twice a day, morning and before bedtime. Have daily.
- Regular mouthwash every three months or after illness.

Nutrition

Eat healthy food at regular times with 3 meals and planned snacks.

- Healthy foods include:
 - Fruit or vegetable and milk and nuts.
 - Whole grains, bread, cereal, pasta, brown rice or oatmeal.
 - Protein and low-fat foods like lean meats, fish, eggs, beans and tofu.
 - Make time to eat breakfast - students who eat breakfast learn better.
 - Limit fast food and snacks high in sugar and fat.
 - Avoid sugary food.
- Choose healthy beverages:
 - Drink water only.
 - Drink 2-4 cups of milk or low-fat milk a day.
 - DRINK lots of water to stay hydrated, avoid soda and other sweet drinks.
 - Limit beverages with caffeine, coffee, tea, and energy drinks.
- Eat well with friends or family.
 - Plan and prepare a variety of foods at home.
 - Turn off TV, fix and talk together.
 - Limit screen time to 1-2 hours a day.
 - Limit TV to about 30 minutes to 1 hour a day except for homework.
- Keep a healthy sugar with a healthy lifestyle.
 - Exercise of physical activity.
 - Get 8-10 hours of sleep.
 - Use your time wisely.
 - Use your time wisely.
 - Use your time wisely.
 - Use your time wisely.

Today's Date: _____
Name: _____
Age: _____
Length: _____ **Weight:** _____
Body Mass Index (BMI) Percentile: _____
Next Appointment: _____
Date: _____
Important phone numbers:
 Pediatrician: _____
 Pediatric Nurse: _____
 Pediatrician: _____
 CA Poison Action Line: 1-800-222-1222

SECTION 14:

Pregnancy and New Parent E-Newsletters

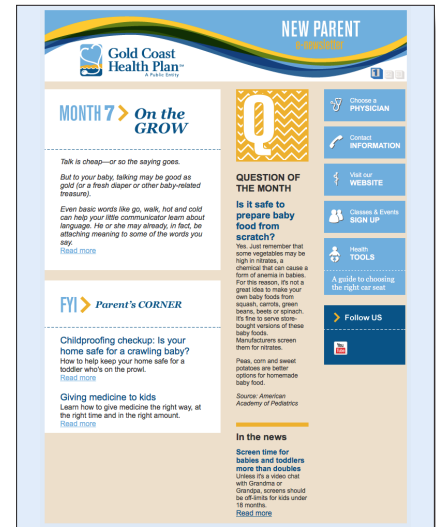
Gold Coast Health Plan (GCHP) has e-newsletters on pregnancy and parenting. Please encourage pregnant members and new parents to subscribe.

The Pregnancy e-newsletter provides information for expectant mothers (and fathers) through the various stages of pregnancy, offering timely tips, articles and practical interactive tools that can help alleviate worries.

To subscribe to the Pregnancy e-newsletter, [click here](#).

The New Parent e-newsletter is specially-designed for new parents. Parents will receive monthly information related to the growth of the baby from birth through three years of age.

[Click here](#) to subscribe to the New Parent e-newsletter.



SECTION 15:

Flu and Vaccine Clinic Hours

Ventura County Public Health continues to offer free flu clinics on Mondays, Wednesdays and Fridays from 8:30 - 11 a.m. and 1 - 4 p.m.

- Most services are offered on a walk-in basis. It is advised that people arrive early to ensure that they are helped.
- No services are provided from 12 - 1 p.m. or after 4:30 p.m.
- For questions, call the Ventura County Public Health Appointment Desk at **1-805-981-5221** or toll-free at **1-888-285-5012**.

For additional information, [click here](#).



SECTION 16:

Immunization Brochure – Reminders

Gold Coast Health Plan (GCHP) is encouraging its members to get their children vaccinated and up-to-date on any shots on which they may be behind. The Plan’s Health Education Department has booklets available about the importance of protecting children with immunizations. You can find free resources for immunization schedules [here](#) and [here](#).

Immunization Schedule

Parents

Immunizations can protect your child against serious diseases that can make your child very sick. These diseases can even cause brain damage or death.

Immunizations also protect the community. If children are not immunized, they can be a health threat to babies less than a year old.

Are they safe?

Vaccines are very safe and effective. They prevent diseases by making the immune system stronger. Babies are immunized when they are very young, because some diseases that vaccines prevent are much more dangerous for babies or young children.

Sometimes children get mild reactions to the shots, like fever, a sore arm or leg, or swelling where the shot was given. Your doctor or nurse can talk about the risks with you before your children get their shots.

What you can do:

- 1 Start your baby's shots on time – at birth.
- 2 Make sure your child stays on schedule (see back).
- 3 Bring your child's yellow Immunization Record to every doctor visit.
- 4 Comfort your child by:
 - Breastfeeding your baby during and after shots
 - Slapping your palm!
 - Talking in a soothing voice or singing
 - Holding your child
 - Employing a familiar toy or blanket to use in the chair & comfort your child
 - Allowing your child to cry

Need more information?

It is important that health information is based on credible science. Your doctor or clinic will give you vaccine information statements to read.

For more information contact:

- American Academy of Pediatrics
- Centers for Disease Control and Prevention
- California Department of Public Health
- Every Child by Two
- U.S. Department of Health and Human Services
- Get Immunized.CA.org
- www.immunize.org

Protect your little one with immunizations.

Calendario de vacunación de

Padres

Las vacunas pueden proteger a su hijo contra enfermedades graves de la niñez que lo pueden enfermar mucho. Estas enfermedades pueden causar hasta daño cerebral o la muerte.

Las vacunas también protegen a la comunidad. Los niños no vacunados pueden poner en peligro la salud de los bebés que son demasiado pequeños e indefensos para ser vacunados.

¿Son seguras?

Las vacunas son muy seguras y eficaces. Previenen enfermedades haciendo que el sistema de defensa sea más fuerte.

Los bebés no vacunados cuando son muy pequeños corren algunos de las enfermedades que previenen las vacunas son mucho más peligrosas en bebés y niños pequeños.

A veces los bebés tienen reacciones leves a las vacunas, como fiebre, dolor en el brazo o en la pierna, o hinchazón en el lugar donde se guedó la inyección. Su doctor o enfermera puede hablar con usted sobre los riesgos antes de vacunar a sus hijos.

¿Qué puede hacer usted?

- 1 Emplear las vacunas de su bebé a tiempo, al nacer.
- 2 Asegúrese de vacunar a su hijo a tiempo (vea el reverso).
- 3 Lleve el Comprobante de Vacunación del niño (la tarjeta amarilla) cuando lo lleve al doctor.
- 4 Tranquilice a su hijo:
 - De pecho a su bebé durante y después de las vacunas
 - Permanezca tranquilo
 - Cántele o hablele en voz suave
 - Sosténgalo
 - Lleve una chupeta o un juguete favorito para distraerlo y calmarlo
 - Déjele que lllore

¿Necesita más información?

Es importante que la información sobre la salud este basada en ciencia creible. Lea las Hojas de Información sobre las vacunas que le da su doctor o clínica.

Para más información contacte con:

- Academia Americana de Pediatría
- Centros para el Control y la Prevención de Enfermedades
- Coalición de Inmunización de California
- U.S. Department of Health and Human Services
- Get Immunized.CA.org
- www.immunize.org

Protejan a su pequeño con las vacunas para bebés.

Vacune a su hijo para una vida de buena salud.

SECTION 17:

Postpartum Project

Gold Coast health Plan’s Health Education and Quality Improvement departments have teamed up to promote timely postpartum visits. GCHP’s health navigators have been conducting hospital visits at Ventura County Medical Center since October.

GCHP members receive a packet of information, a parenting kit from First 5 and a lunch bag upon their discharge from the hospital. Members also receive the GCHP [postpartum incentive form](#) and are encouraged to bring the form to their postpartum visit.

Providers can help increase postpartum visits by reminding members of the importance of timely exams.

For more information on the First 5 Kit for New Parents, please contact GCHP’s Health Education Department at **1-805-437-5606**.



SECTION 18:

Cultural and Linguistics Services

Language Assistance Services

Gold Coast Health Plan (GCHP) is committed to delivering culturally- and linguistically-appropriate services to members. GCHP offers translation and telephone, in-person and sign language interpreting services at no cost to members.

Translated Materials and Alternative Formats

Upon request, GCHP provides at no cost:

- Written materials in the member's preferred language.
- Materials in alternative formats, such as large print, Braille or audio.

Telephone Interpreting Services

GCHP contracts with Pacific Interpreters / LanguageLine Solutions to offer members and providers telephone interpreting services in more than 240 languages. Providers and their staff can access a telephone interpreter 24 hours a day, seven days a week.

To access a telephone interpreter, you will need an access code. The code is provided during GCHP's New Provider Orientation. If you do not have an access code, please contact the Plan's Cultural and Linguistic Services.

Quick Reference Guide

Gold Coast Health Plan

TO ACCESS AN INTERPRETER

1. DIAL: **1-866-421-3463**
2. PROVIDE: **Access Code***
3. INDICATE: **LANGUAGE**
4. PROVIDE: **FULL NAME
ARE YOU A PROVIDER OR GOLD COAST HEALTH PLAN STAFF
MEMBER'S ZIP CODE
MEMBER'S 9 DIGIT CIN NUMBER**

Document the interpreter name and ID number for reference.
Brief the interpreter and give any special instructions.

IMPORTANT INFORMATION:

INTERPRETER WITH AN INTERPRETER: At the beginning of the call, briefly tell the interpreter the reason of the call. Speak directly to the licensed English and/or Spanish interpreter, not to the interpreter, and speak at the end of a complete thought. Please note: to ensure accuracy, your interpreter may sometimes call for clarification or repetition.

IMPORTANT: Use the conference button on your phone, and follow the instructions below to connect to an interpreter. If you are unable to do so, ask the operator on the line for help. Do not call the licensed English and/or Spanish interpreter. If you are unable to call, ask the operator for "Provider ID" and "Member ID" information.

ONE NUMBER SERVICE: If you have a land mobile phone, use the handset and press the one emergency button to dial. When the provider is connected to an interpreter, press the second handset to the licensed English and/or Spanish interpreter.

ADDITIONAL SERVICE: To provide feedback, comment on a translation, or report any service concerns, contact us at 1-866-421-3463 or language@goldcoasthealthplan.org or visit www.goldcoasthealthplan.org and click on the "Language" page. Below at the top right to access the client portal and complete a "Voice of the Customer" feedback form.

© 2019 Gold Coast Health Plan. All rights reserved. www.goldcoasthealthplan.com

To access a telephone interpreter:

1. Dial **1-866-421-3463**.
2. Provide the following information to the operator when prompted:

- Access code
- Language needed
- Caller's name, along with the name of the facility
- Member's GCHP ID number and zip code

You can begin your conversation after the operator connects you to the interpreter.

In-person or Sign Language Interpreters

In-person interpreters are available for GCHP members during medical appointments with at least 5-7 days of advance notice.

To schedule an in-person interpreter:

1. Complete the In-Person Interpreter Services Request Form.*
2. Fax the form to Cultural and Linguistic Services at **1-805-248-7481** or email it to CulturalLinguistics@goldchp.org.

To schedule a sign language interpreter:

1. Complete the Sign Language Interpreter Request Form.*
2. Fax the form to Cultural and Linguistic Services at **1-805-248-7481** or email it to CulturalLinguistics@goldchp.org.
3. Fax the form to LIFISIGNS, Inc., at **1-888-227-5021** or email it to lifesigns@lifesignsinc.org.



If you need to cancel or make a change to a request, please notify GCHP's Cultural and Linguistic Services at least 25 hours in advance via email at CulturalLinguistics@goldchp.org or fax the changes to **1-805-248-7481**.

* Contact GCHP's Cultural and Linguistic Services for the forms.

SECTION 19:

Resources for Cultural Competency Training in Health Care

Providers and their staff are required to complete cultural competency training. For information about available trainings and resources, contact GCHP's Cultural and Linguistics Services at **1-805-437-5603** or email CulturalLinguistics@goldchp.org.

Those who have already completed cultural competency training may fill out the Cultural Competency Training Acknowledgement Form and submit it to GCHP's Cultural and Linguistic Services.

To access the form, please contact Cultural and Linguistic Services.

For additional resources from the U.S. Department of Health and Human Services' Think Cultural Health program, [click here](#).

To access The National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (The National CLAS Standards), [click here](#).

Gold Coast Health Plan
Integrity • Accountability • Collaboration • Trust • Respect

CULTURAL COMPETENCY TRAINING ACKNOWLEDGEMENT FORM

Option 1: Cultural competency training provided by Gold Coast Health Plan (GCHP)

Date of GCHP training: _____ Name of GCHP contracted entity or provider: _____ (Initials)
 I affirm to having received GCHP training resources for cultural competency and/or Seniors and Persons with Disabilities (SPD) and confirm that _____ (Name), a network provider for the Medicaid program, has completed the training.

Option 2: Cultural competency training provided by another organization or health plan

Date of cultural competency training: _____ Name of GCHP contracted entity or provider: _____ (Initials)
 I affirm to having received training and resources on cultural competency and/or Seniors and Persons with Disabilities (SPD) from another organization or health plan. I confirm that _____ (Name), a network provider for the Medicaid program, has completed the training.

I affirm to receiving and reviewing cultural competency training provided to me. Please sign and date below.

Print Name _____ Title _____
 Signature _____ Date _____

Please fax this signed form to Cultural and Linguistic Services at 1-805-248-7481 or email it to CulturalLinguistics@goldchp.org.

711 East Daily Drive, Suite 100, Camarillo, CA 93010 | 1-888-301-1228 | www.goldcoasthealthplan.org

SECTION 20:

Language Assessment for Health Care Providers and Staff

The state Department of Health Care Services (DHCS) requires the use of qualified interpreters and discourages the use of family members, especially minors, as interpreters. DHCS requires that bilingual staff be competent interpreters in order to communicate directly with Limited English Proficiency (LEP) individuals in their language. If bilingual staff interprets between English speakers and those with LEP or interprets written documents from English to another language, they should be competent in the skill of interpreting.

GCHP understands the importance of using qualified interpreters at each point of medical care. If you need assistance, please contact GCHP's Cultural and Linguistics Services at **1-805-437-5603** or email CulturalLinguistics@goldchp.org.

SECTION 21:

Member Benefit Information Meetings

Gold Coast Health Plan (GCHP) holds member orientation meetings three times a month for all members. These meetings are held throughout the county and are presented in English and Spanish.

At the meetings, members will learn about their rights and responsibilities as GCHP members, as well as how to:

- Establish a medical home.
- Select a Primary Care Provider (PCP).
- Get medical services.
- Get necessary medications.
- Locate and use resources available in the community.

Meeting times and locations vary monthly. Members can call GCHP's Member Services Department at 1-888-301-1228 for the meeting times and dates.

[Click here](#) for the current meeting schedule.


Gold Coast Health Plan Member Benefit Information

You and Your Medi-Cal Benefits

Join us at a Member Benefit Information meeting to learn how to:

- Select a Primary Care Provider (PCP).
- Get medical services.
- Access dental, vision and other benefits.
- Get behavioral health assistance.
- Maintain your Medi-Cal eligibility.
- Learn about Medi-Cal.
- Know your member rights and responsibilities.
- Locate community resources.
- Access the health classes that are offered by Gold Coast Health Plan (GCHP).
- Access the classes and services that are offered by other agencies.

Questions?
Contact Member Services at:
1-888-301-1228
TTY 1-888-310-7347



www.goldcoasthealthplan.org

Meeting Dates and Locations

Oxnard Library
251 South "A" Street, Oxnard, CA 93030 – Room A
April 16, 2019, Tuesday: English 5:15 pm, Spanish 6:30 pm
May 11, 2019, Saturday: English 10:00 am, Spanish 11:30 am
May 21, 2019, Tuesday: English 5:15 pm, Spanish 6:30 pm
June 20, 2019, Thursday: English 5:15 pm, Spanish 6:30 pm

Camarillo – GCHP Office
711 E. Daily Drive, Suite 106, Camarillo, CA 93010
April 18, 2019, Thursday: English 2:00 pm, Spanish 3:30 pm
May 16, 2019, Thursday: English 2:00 pm, Spanish 3:30 pm
June 8, 2019, Saturday: English 10:00 am, Spanish 11:30 am
June 18, 2019, Tuesday: English 2:00 pm, Spanish 3:30 pm

Ventura – Ventura Avenue Adult Center
550 N. Ventura Avenue, Ventura, CA 93001 – Rincon Room
April 13, 2019, Saturday: English 10:00 am, Spanish 11:30 am

Statement of Nondiscrimination and Language Assistance
Gold Coast Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
Gold Coast Health Plan cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.
Gold Coast Health Plan 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。
ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-301-1228 (TTY: 1-888-310-7347).
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-301-1228 (TTY: 1-888-310-7347).
注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-888-301-1228 (TTY: 1-888-310-7347)。

Gold Coast Health Plan Información sobre Beneficios para Miembros

Usted y Sus Beneficios de Medi-Cal

Participe con nosotros en una reunión de Información sobre Beneficios para los Miembros para que aprenda como:

- Seleccionar a un Proveedor de Atención Primaria (PCP por sus siglas en inglés).
- Obtener servicios médicos.
- Tener acceso a las servicios dentales, de la vista y otros beneficios.
- Obtener asistencia de salud mental.
- Mantener su elegibilidad para Medi-Cal.
- Aprender sobre Medi-Cal.
- Conocer sus derechos y responsabilidades como miembro.
- Localizar recursos comunitarios.
- Tener acceso a las clases sobre la salud que ofrece Gold Coast Health Plan (GCHP).
- Tener acceso a las clases y servicios que ofrecen otras agencias.

Preguntas?
Servicios para Miembros:
1-888-301-1228
TTY 1-888-310-7347



www.goldcoasthealthplan.org

Fechas y Lugares de las Juntas

Biblioteca de Oxnard
251 South "A" Street, Oxnard, CA 93030 – Room A
16 de abril de 2019, martes: en inglés a las 5:15 pm, en español a las 6:30 pm
11 de mayo de 2019, sábado: en inglés a las 10:00 am, en español a las 11:30 am
21 de mayo de 2019, martes: en inglés a las 5:15 pm, en español a las 6:30 pm
20 de junio de 2019, jueves: en inglés a las 5:15 pm, en español a las 6:30 pm

Camarillo – Oficina de GCHP
711 E. Daily Drive, Suite 106, Camarillo, CA 93010
18 de abril de 2019, jueves: en inglés a las 2:00 pm, en español a las 3:30 pm
16 de mayo de 2019, jueves: en inglés a las 2:00 pm, en español a las 3:30 am
8 de junio de 2019, sábado: en inglés a las 10:00 am, en español a las 11:30 am
18 de junio de 2019, martes: en inglés a las 2:00 pm, en español a las 3:30 pm

Ventura – Ventura Avenue Adult Center
550 N. Ventura Avenue, Ventura, CA 93001 – Rincon Room
13 de abril de 2019, sábado: en inglés a las 10:00 am, en español a las 11:30 am

Declaración de No Discriminación y Asistencia Lingüística
Gold Coast Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
Gold Coast Health Plan cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.
Gold Coast Health Plan 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。
ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-301-1228 (TTY: 1-888-310-7347).
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-301-1228 (TTY: 1-888-310-7347).
注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-888-301-1228 (TTY: 1-888-310-7347)。

Page left intentionally blank

Page left intentionally blank



**Gold Coast
Health Plan**SM
A Public Entity

40

Provider Operations Bulletin

APRIL 2019

For additional information, contact
Network Operations at 888-301-1228
Gold Coast Health Plan
711 East Daily Drive, Suite 106, Camarillo, CA 93010
www.goldcoasthealthplan.org