

## Memorandum

**To:** Gold Coast Health Plan Total Care Advantage Providers

**From:** Vicki Wrighster, Senior Director, Provider Network Operations

**Re:** Total Care Advantage Reference Guide

**Date:** Jan. 2, 2026

Effective Jan. 1, 2026, Gold Coast Health Plan (GCHP) began offering **Total Care Advantage (HMO D-SNP)**, an **Exclusively Aligned Enrollment (EAE) Dual Special Needs Plan** designed for members who are dually eligible for both Medicare and Medi-Cal.

Total Care Advantage is responsible for coordinating and providing access to **all Medicare and Medi-Cal covered services**, along with any **supplemental benefits** available specifically to D-SNP members.

This plan operates under a comprehensive model of care intended to support individuals with complex health needs and ensure they receive integrated, person-centered services.

**Enrollment in Total Care Advantage is voluntary.** Members may enroll if they:

- **Have Medicare Parts A and B**
- **Have full-scope Medi-Cal**
- **Are 21 years of age or older**
- **Reside in Ventura County**

As GCHP expands to include D-SNP, we recognize that there are important **operational and departmental differences** between our Medi-Cal plan and Total Care Advantage. To support a smooth transition and help you confidently care for members enrolled in this new product, we have created the [Total Care Advantage Reference Guide](#).

This guide highlights key updates and provides practical information relevant to your daily interactions with Total Care Advantage members. Sections include:

- **General Information** about Total Care Advantage
- **Sample Member ID Cards**
- **Eligibility and Enrollment**
- **Utilization Management**
- **Claims**
- **Medicare-related Information**

We appreciate your partnership and your continued commitment to delivering high-quality, compassionate care. We hope this Resource Guide serves as a helpful tool as we work

together to support our shared members.

Should you have any questions, please feel free to reach out to us at [providerrelations@goldchp.org](mailto:providerrelations@goldchp.org).

Sincerely,

Vicki Wrighster, Senior Director, Provider Network Operations