



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

Provider Operations Bulletin

JUNE 2023

www.goldcoasthealthplan.org

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SECTION 1:

State Department of Health Care Services (DHCS) Audit

Gold Coast Health Plan (GCHP) is scheduled to go through a state Department of Health Care Services (DHCS) Medical Audit from July 31, 2023, through Aug. 11, 2023. Similar to previous years, DHCS will select various providers from GCHP's network to reach out to. If your site is selected for audit, DHCS will contact you directly. At this time, GCHP does not know who the selected providers are. We will update you once we receive any additional information.

GCHP Provider Relations Representatives may follow up with your clinic(s) before the audit to ensure that each site is equipped with materials for members.

During site audits, DHCS will check to ensure the interpreting services language board is on display, or that you have the Comprehensive Language Identification Guides available, which can be found in your Cultural and Linguistics packets. These materials should be easily accessible for patients to view when they go in to register for their appointments.

Should you need additional interpreting services, language boards, or any Cultural and Linguistics materials, please contact us.

As always, GCHP is here if you have any questions and/or concerns.

Contact Information

- For general Provider Relations inquiries, please email: ProviderRelations@goldchp.org.
- For Claims and Authorization questions, please call: 1-888-301-1228.
- For the GCHP Provider Manual, Provider Operation Bulletins, directories, forms, guides, updates and more, please visit the [GCHP website](https://www.goldcoasthealthplan.org).

Thank you in advance for your cooperation and partnership during the upcoming medical audit. It is greatly appreciated.

SECTION 2:

Medi-Cal Redeterminations

On April 1, 2023, the Medi-Cal program resumed its pre-pandemic processes to redetermine eligibility for millions of beneficiaries.

The federal government declared a Public Health Emergency in January 2020 in response to the COVID-19 pandemic. The declaration put a temporary halt on disenrollments from the Medi-Cal program. This allowed millions of Californians to maintain their coverage during the COVID-19 pandemic – regardless of changes in personal circumstances, such as income, contact information, or job status.

Ventura County Medi-Cal members are urged to update their contact information to avoid losing their health coverage. If contact information, income, or household circumstances have changed in the past three years, GCHP members must contact the Ventura County Human Services Agency to update their information.

While some members will auto-renew, others will receive a renewal packet. Members who do not return their renewal packets to the county Human Services Agency by their assigned deadline risk losing coverage.

Gold Coast Health Plan (GCHP) asks providers and clinic staff to point members to the county Human Services Agency:

- Online: [BenefitsCal.com](https://www.benefitscal.com) — Members can also submit documents and send email messages via vchsa.org/submit
- By Phone: 1-888-472-4463

For more information, visit the [Ventura County Human Services Agency website](https://www.vchsa.org).

GCHP team members are partnering with Swap Meet Justice to hold a Medi-Cal Renewal Assistance Workshop on Sunday, June 25, 2023, from 9 a.m. to 3 p.m. at Oxnard College Market, located at 4000 S. Rose Avenue in Oxnard.

SECTION 3:

BetterDoctor

In an effort to improve operations, Gold Coast Health Plan (GCHP) continues to partner 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, continues to help GCHP obtain updated demographic information for its contracted provider network. As you know, having correct information in GCHP's system ensures that communication with providers flows as smoothly as possible. This information is critical for proper claims administration, authorization of services and other operation functions performed by GCHP to support its provider network.

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

Representatives from BetterDoctor continue to reach 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, please contact GCHP's Provider Relations Department at ProviderRelations@goldchp.org.

SECTION 4:

Availability of Utilization Management (UM) Decision-Making Criteria

Providers may receive a free copy of the clinical criteria used during the Utilization Management (UM) decision-making process when an Adverse Benefit Determination has been made for an authorization request. To obtain a copy, please call Gold Coast Health Plan (GCHP) at 1-888-301-1228.

SECTION 5:

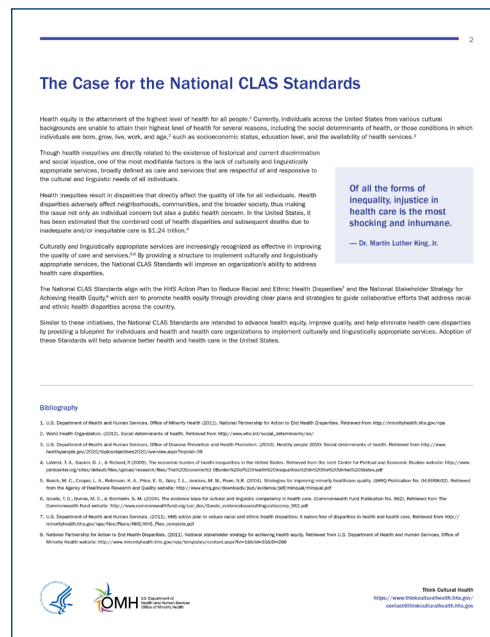
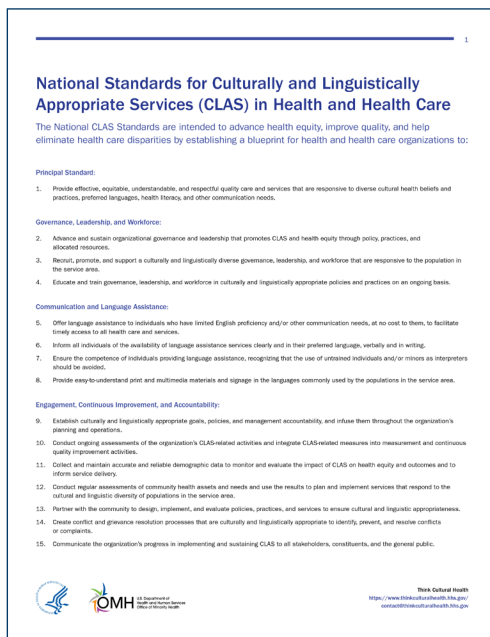
Cultural and Linguistic Services

Resources for Providers when Working with Spanish Speaking Patients

Gold Coast Health Plan (GCHP) recognizes that language barriers may impact preventive care and well-care visits among non-English speaking patients. Furthermore, comprehensive and culturally sensitive services, as well as high quality medical care, is a key element to improve access to medical care.

Below is a list of essential documents to help you learn ways to enhance the quality of services provided to all individuals, which will help reduce health disparities, advance health equity, and improve quality:

- [Think Cultural Health](#)
 - » [National Standards for Culturally and Linguistically Appropriate Services \(CLAS\) in Health and Health Care](#)
 - » [An Implementation Checklist for the National CLAS Standards](#)
 - » [A Blueprint for Advancing and Sustaining CLAS Policy and Practice](#)
 - » [National CLAS Standards – Case Study Videos](#)
- [Community Alliance for Culturally & Linguistically Appropriate Services](#)
- [Office and Disease Prevention and Health Promotion – Language and Literacy](#)
- [U.S. Department of Health and Human Services – Access to Care Among Latinos](#)
- [GCHP Quality Improvement Program](#)



Member Health

To encourage healthy behavior, GCHP offers incentives to members who complete well-care exams and other preventative screenings. [Click here](#) to learn more.

GCHP would like to remind providers that language assistance services for medical and behavioral points of service are available at no cost to you and your patients. To access GCHP's Language Assistance Services, contact GCHP's Cultural and Linguistic Services Department at 1-805-437-5603, Monday through Friday, from 8 a.m. to 5 p.m. (except holidays), or email CulturalLinguistics@goldchp.org.

SECTION 6:

Health Education

Gold Coast Health Plan (GCHP) offers free health education services to help members achieve a healthy lifestyle. Health education services are designed to ensure that all members have access to health education programs, health promotion materials and classes. You can access our member resources by visiting the [GCHP Health Education webpage](#). Members can access resources including health education materials and flyers in English and Spanish.

For additional information or to request health education services, contact GCHP's Health Education Department at 1-805-437-5718, Monday through Friday, from 8 a.m. to 5 p.m. (except holidays), or email HealthEducation@goldchp.org.

Healthwise – Digital Health Education Member Engagement Tool

If you are looking for health education resources for your patients, check out GCHP's new [health library](#)! You can find health education resources on a wide variety of topics and can print select information to provide to members. All materials are available in English and Spanish. You can also direct members to explore the site, which includes short videos and interactive tools where members can discover more about their health.



Video Library

With over 600 videos to explore, we cover a wide breadth of topics to help improve your health understanding. If you're curious about a condition or procedure or need help with a tough decision, these will help you take charge of your health.

Featured Video



Diabetes in Teens: How You Can Help

[Conditions](#)[Wellness & Family](#)[Tests & Treatments](#)[Patient Support](#)[All Videos](#)

Pregnancy and Postpartum Packets

GCHP provides pregnancy and postpartum member packets at no cost. Providers may request pregnancy and/or postpartum member packets, which include health education and resources for parents during this very important time. To request these materials, contact GCHP's Health Education Department at 1-805-437-5718, Monday through Friday, from 8 a.m. to 5 p.m. (except holidays), or email HealthEducation@goldchp.org.

Bright Futures Preventive Care Screening Guidelines

[Bright Futures](#) is a national health promotion and prevention initiative led by the [American Academy of Pediatrics](#). The Bright Futures Guidelines provide theory-based and evidence-driven guidance for all preventive care screenings and health supervision visits. Visit the [GCHP website](#) to access these and more resources.

- [Recommendations for Preventative Pediatric Health Care](#)
- [Materials and Tools](#)
- [Clinical Practice](#)
- [Resources for Families](#)
- [Bright Futures Tool and Resource Kit, 2nd Edition](#) can be licensed for use in practice and/or incorporate into an Electronic Medical Record System. For more information, [click here](#).

June: Pride Month

The Lesbian, Gay, Bisexual, Transgender, and Queer Pride Month, known as Pride Month for short, is celebrated in June. Pride Month details the history of the LGBTQ+ community finding acceptance, and is an opportunity to celebrate diversity and inclusion.

LGBTQ+ youth are at an increased risk for several health problems due to stigma, bigotry, and other factors. These problems can follow kids into adulthood. To learn more about ways to help LGBTQ+ youth stay healthy, [click here](#).



Understanding how to heal from adversity and toxic stress is also more critical than ever for LGBTQ+ communities. For more information and resources, visit the [Library of Congress](#).

Kick It California – Tobacco Cessation

Visit [Kick It California](#) to find a wide variety of free downloadable and printable materials for smoking cessation. Encourage patients who smoke, vape, or chew tobacco to also visit the Kick It California website, which offers free assistance for those who want to quit or want to help someone quit. Resources are available in English and Spanish and include one-on-one counseling (phone or chat), self-help materials, texting program, and a mobile app.

GCHP offers Nicotine Replace Therapy for members. For more information visit GCHP's [Health Education Webpage](#) and download the [Tobacco Cessation flyer](#).

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GCHP Calendar of Events

Providers and members can visit the [GCHP Calendar](#) for upcoming events including classes, health fairs, and other community events. For additional information or to request health education services, contact GCHP's Health Education Department at 1-805-437-5718, Monday through Friday, from 8 a.m. to 5 p.m. (except holidays), or email HealthEducation@goldchp.org.

Cultural Influences that Impact Dietary Guidelines

The [U.S. Department of Health and Human Services Office of Minority Health \(OMH\)](#) offers resources for providers working with diverse populations. These resources, as well as the Dietary Guidelines for Americans 2020-2025, can be used when communicating nutrition topics in a culturally relevant and linguistically appropriate manner.

GCHP would like to highlight several materials developed by the Dietary Guidelines for Americans, which can be used to:

1. Identify culturally relevant food sources of the key nutrients of concern in the U.S. population. Fact sheets with nutrient-dense food sources of **calcium, potassium, dietary fiber, vitamin D, and iron** are available [here](#).

Examples of culturally relevant nutrient-dense foods include:

- Nopales (prickly pear cactus): Rich in calcium, dietary fiber, and potassium.
 - Beans and lentils: Rich in potassium, iron, and dietary fiber.
 - Cherimoya (custard apple) and avocado: Rich in dietary fiber and potassium.
 - Pumpkin seeds, jicama and chayote: Rich in dietary fiber.
2. Customize the Dietary Guidelines framework to include nutrient-dense foods that reflect the cultural preferences of all members of our community using fact sheets, available in [English](#) and [Spanish](#).
 3. Use Nutrition Conversation Starters, available in [English](#) and [Spanish](#), to facilitate meaningful conversations, address barriers, and help make healthy eating achievable.

For information on improving your health communications, see the OMH Knowledge Center's [2023 Health Literacy and Limited English Proficiency Reading List](#) to access free, downloadable resources for consumers and professionals. Additionally, nutrition resources, available in English and Spanish, can also be found on the [GCHP website](#).

For additional information or to request health education services, contact GCHP's Health Education Department at 1-805-437-5718, Monday through Friday, from 8 a.m. to 5 p.m. (except holidays), or email HealthEducation@goldchp.org.



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