

Memorandum

To: Gold Coast Health Plan Providers

From: Vicki Wrihster, Director of Provider Network Operations

Re: State Department of Health Care Services (DHCS) Audit

Date: June 1, 2022

Gold Coast Health Plan (GCHP) is scheduled to go through a medical audit by the state Department of Health Care Services (DHCS) from July 25, 2022 to August 5, 2022. The audit will consist of an evaluation of GCHP's compliance with its contract and regulations in the areas of:

- Utilization management
- Case management and coordination of care
- Availability and accessibility
- Member's rights
- Quality management
- Administrative and organizational capacity

As part of the audit, DHCS may select provider sites for review. Selected providers will be contacted directly by a DHCS Nurse Evaluator to schedule a date and time for an interview.

For more information, contact the Provider Relations Department at ProviderRelations@goldchp.org.

Thank you.