

# Memorandum

**To:** Gold Coast Health Plan Providers  
**From:** Vicki Wrihster, Director of Network Operations  
**Re:** **eVIPs Provider System**  
**Date:** September 9, 2021

Gold Coast Health Plan (GCHP) will introduce a new Provider Data Base / Contracting and Credentialing system on Sept. 13, 2021. The new system, referred to as eVIPs, will allow GCHP to streamline contracting, credentialing, and provider information management activities.

There are three components to the new eVIPs system:

## **1. Provider Data Management / Contract Management**

Though this function will not be visible to you, eVIPs offers a streamlined way to collect, collate, and maintain your demographic information. It will also allow GCHP to manage its contracting processing more efficiently.

## **2. eApply**

Currently, when submitting applications for credentialing and re-credentialing, providers submit updated information via email, which can be difficult to track. The eApply functionality will allow you to submit applications efficiently online. You will have your own secure provider file and number, allowing you to submit confidential documents directly to your account. This is a self-service tool that will allow you to manage document submissions.

## **3. eStatus**

Once your application has been submitted, you may want to check its status. eStatus will allow you to review the status of your submission and application, eliminating the need to submit follow up emails and phone calls. *Please note: This component will be released at a later date.*

## **Provider Training**

Training materials will be available for the eApply component shortly after the system is active. Training for eStatus will be provided once eStatus is released. Please look for an upcoming communication with further details.

For more information, email [ProviderRelations@goldchp.org](mailto:ProviderRelations@goldchp.org).