

Memorandum

To: Gold Coast Health Plan Providers

From: Vicki Wrighster, Senior Director of Provider Network Operations

Re: **GCHP Claims Attachment Submissions**

Date: October 30, 2024

It has come to our attention recently that there is a system error when claims are submitted with attachments electronically to Gold Coast Health Plan (GCHP). This error affects only those electronic claims submissions with attachments that have been sent via the new provider portal and/or the Electronic Data Interchange (EDI) system since July 1, 2024.

Our teams are currently working to remediate this issue. Until this has been resolved, we ask that you mail all claims with attachments to GCHP for processing. If you submit a claim with an attachment via the provider portal or EDI system, it may cause a delay in reimbursement as the claims may deny, pend, or not provide the reimbursement you expect. **Please continue to send all claims with attachments to GCHP via mail until we communicate that the issue has been resolved.**

Please mail your claims with attachments to:

Gold Coast Health Plan
Attn: Claims
P.O. Box 9152
Oxnard, CA 93031-9152

Claims with attachments submitted prior to this notice will be processed and providers are not required to resubmit them.

For more information or for any questions, please email ProviderPortal@goldchp.org. Our Provider Relations Team will respond to your email within 24 hours. For services that are not portal related, please reach out to our Provider Relations Team at ProviderRelations@goldchp.org.