

# Memorandum

**To:** Gold Coast Health Plan Providers

**From:** Vicki Wrihster, Senior Director of Provider Network Operations

**Re:** **GCHP New Systems Training Schedule**

**Date:** June 4, 2024

On July 1, 2024, Gold Coast Health Plan (GCHP) will implement new systems and services that are designed to improve your experience and satisfaction with member eligibility verifications, electronic claims processing and payments, and authorization requests and tracking. To help providers navigate these changes, GCHP will conduct comprehensive trainings from June 10-27. These sessions have been designed to ensure that providers are equipped to use the new tools and technologies to continue delivering high-quality care to our members.

It is important that a representative from your office attend one of the upcoming trainings. Participants should be those responsible for:

- Verifying member eligibility.
- Submitting authorizations and claims.
- Checking the status of authorizations and claims.

The trainings have been designated for different provider groups. Please register for one that best suits your needs. GCHP will host three “open” trainings on June 25-27 that all providers can attend.

## Provider Trainings Schedule

Clinicas del Camino Real		
Training Date	Training Time	Registration Link
Monday, June 10	1 – 2 p.m.	<a href="#">Click Here</a>
Tuesday, June 18	2 – 3 p.m.	<a href="#">Click Here</a>

Community Memorial		
Training Date	Training Time	Registration Link
Tuesday, June 11	9 – 10 a.m.	<a href="#">Click Here</a>
Monday, June 17	10 a.m. – 12 p.m.	<a href="#">Click Here</a>
Thursday, June 20	9 – 10 a.m.	<a href="#">Click Here</a>

<b>Dignity Health</b>		
<b>Training Date</b>	<b>Training Time</b>	<b>Registration Link</b>
Tuesday, June 11	11 a.m. – 12 p.m.	<a href="#">Click Here</a>
Monday, June 17	2 – 3:30 p.m.	<a href="#">Click Here</a>
Thursday, June 20 (Hospital Admissions / Eligibility)	3 – 4 p.m.	<a href="#">Click Here</a>

<b>Ventura County Medical Center</b>		
<b>Training Date</b>	<b>Training Time</b>	<b>Registration Link</b>
Monday, June 10	10 a.m. – 11 a.m.	<a href="#">Click Here</a>
Tuesday, June 18	10 – 11 a.m.	<a href="#">Click Here</a>
Tuesday, June 18 (Hospital Admissions / Eligibility)	3 – 4 p.m.	<a href="#">Click Here</a>

<b>Primary Care Providers (PCP)</b>		
<b>Training Date</b>	<b>Training Time</b>	<b>Registration Link</b>
Tuesday, June 11	4 – 5 p.m.	<a href="#">Click Here</a>

<b>Specialists (SPC)</b>		
<b>Training Date</b>	<b>Training Time</b>	<b>Registration Link</b>
Thursday, June 13	12 – 2 p.m.	<a href="#">Click Here</a>
Thursday, June 13	2:30 – 4 p.m.	<a href="#">Click Here</a>
Monday, June 24	10 a.m. – 12 p.m.	<a href="#">Click Here</a>
Monday, June 24	2 – 4 p.m.	<a href="#">Click Here</a>

<b>LTC / SNF / HH / Hospice / PT / OT / ST</b>		
<b>Training Date</b>	<b>Training Time</b>	<b>Registration Link</b>
Thursday, June 13	9:30 – 11:30 a.m.	<a href="#">Click Here</a>
Friday, June 21	2 – 4 p.m.	<a href="#">Click Here</a>

<b>Tertiary</b>		
<b>Training Date</b>	<b>Training Time</b>	<b>Registration Link</b>
Friday, June 21	10 a.m. – 12 p.m.	<a href="#">Click Here</a>

<b>Open Training for All Providers</b>		
<b>Training Date</b>	<b>Training Time</b>	<b>Registration Link</b>
Tuesday, June 25	2 – 4 p.m.	<a href="#">Click Here</a>
Wednesday, June 26	2 – 4 p.m.	<a href="#">Click Here</a>
Thursday, June 27	2 – 4 p.m.	<a href="#">Click Here</a>

These links can also be found on the GCHP website. For more information or for any questions, please email [ProviderPortal@goldchp.org](mailto:ProviderPortal@goldchp.org).