

Memorandum

To: Gold Coast Health Plan Providers

From: Vicki Wrighster
Senior Director, Provider Network Operations

Re: Authorization and Claims Responsibility Transition
Effective Jan. 1, 2026

Date: Dec. 5, 2025

Effective **Jan. 1, 2026**, Gold Coast Health Plan (GCHP) will assume administrative responsibility for authorizations and claims processing for GCHP members whose **primary care provider** (PCP) is Clinicas del Camino Real (CDCR).

Please note: CDCR is **not terminating** from the GCHP provider network. The **CDCR clinics and its providers will remain contracted with GCHP**. However, GCHP is responsible for the processing of authorizations and claims with dates of services starting Jan. 1, 2026. This will be for all GCHP members, including those assigned to a CDCR PCP. Additionally, because GCHP will assume financial responsibility effective Jan. 1, 2026, the Division of Financial Responsibility (DOFR) between GCHP and CDCR will end effective Dec. 31, 2025.

Your office may have received a communication from CDCR / MedPartners dated Dec. 1, 2025 referencing a termination of the agreement between GCHP and CDCR. As indicated above, the agreement is not a termination and CDCR has sent a correction notification stating that the administrative services are changing.

Please use the attached GCHP and CDCR Administrative Transition Guidelines for direction on eligibility, claims, and authorizations.

For questions regarding this or any other matter, please contact GCHP directly at ProviderRelations@goldchp.org or at the Provider Call Center at **1-888-301-1228**.

Thank you.

Vicki Wrighster

Senior Director, Provider Network Operations

**GOLD COAST HEALTH PLAN
AND
CLINICAS DEL CAMINO REAL
ADMINISTRATIVE TRANSITION GUIDELINES
EFFECTIVE Jan. 1, 2026**

- **Eligibility (All Dates of Service – Current and Future)**
 - Continue to verify GCHP eligibility:
 - Use the GCHP [Provider Portal](#), or
 - Contact our Provider Call Center at **1-888-301-1228**

- **CDCR Prior Authorizations (Prior to Jan. 1, 2026)**
 - Authorizations are based on CDCR's requirements
 - Authorizations are for members assigned to a CDCR PCP
 - Authorizations will be honored by CDCR; no additional authorization is necessary
 - If the authorization dates span Jan. 1, 2026, CDCR will provide the authorization details to GCHP and the authorization will be loaded in the GCHP system to cover any services rendered **after** Jan. 1, 2026

- **GCHP Prior Authorizations (Jan. 1, 2026 – current)**
 - Submit authorizations directly to GCHP
 - Authorizations are based on GCHP's requirements, which can be found on the [GCHP website](#); scroll down to "Request for Authorization"
 - Authorizations are for ALL members, including those assigned to a CDCR PCP
 - If the authorization dates span Jan. 1, 2026, CDCR will provide the authorization details to GCHP and the authorization will be loaded in the GCHP system to cover services rendered after Jan. 1, 2026

- **Claims Processing**
 - Services rendered with dates of services **prior to** Jan. 1, 2026:
 - For services that are the financial risk of CDCR – submit claims directly to CDCR for members assigned to a CDCR PCP
 - Services rendered with dates of services **beginning** Jan. 1, 2026, because GCHP is at financial risk for all services:
 - Submit claims directly to GCHP for all members, including those assigned to a CDCR PCP
 - Any claims sent to the incorrect payor (CDCR or GCHP) based on the above direction will be considered misdirected and forwarded to the appropriate payor in accordance with the applicable misdirected claims process.