

# Memorandum

**To:** Gold Coast Health Plan Providers

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

**Re:** **GCHP Authorization and Claims Processes**

**Date:** June 27, 2024

On Monday, July 1, 2024, Gold Coast Health Plan (GCHP) will be implementing new systems and services. As we make our final preparations for these transitions, the availability of some services will be limited or unavailable altogether.

## **Authorizations**

As of 5:30 p.m. on Thursday, June 27, the submission of prior authorizations through the current portal will no longer be available. Please submit your prior authorization requests via fax to **1-855-883-1552**.

## **Claims**

Claims submission is no longer available through the current portal. You can submit paper claims by mail to:

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

On Monday, July 1, 2024, you can begin submitting claims and authorizations through the new portal.

If you have any questions, please email [ProviderPortal@goldchp.org](mailto:ProviderPortal@goldchp.org).