



**Gold Coast  
Health Plan**<sup>SM</sup>  
A Public Entity

# Provider Operations Bulletin

JUNE 2024

[www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org)

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The Provider Operations Bulletin is published bi-monthly by Gold Coast Health Plan's Communications Department as a service for the provider community.

Information comes from GCHP and its partners. If you have any concerns or questions related to specific content, please contact the Network Operations Department at [ProviderRelations@goldchp.org](mailto:ProviderRelations@goldchp.org) or call the GCHP customer service line 1-888-301-1228 and request to speak to your Provider Relations representative.

**Senior Director of Provider Network Operations:**  
Vicki Wrighster

**Chief Medical Officer:**  
Felix Nuñez, MD

**Editor-in-Chief:**  
Susana Enriquez-Euyoque

**Editor:**  
Calley Griffith

**SECTION 1:**

# Access and Availability Requirements

The state Department of Health Care Services (DHCS) requires access and availability standards for all Medi-Cal providers. Below is a list of some of the detailed standards that DHCS requires Gold Coast Health Plan (GCHP) providers to meet.

## Primary Care Physicians

**Routine Appointments:** Routine, non-emergent appointments should be available within **10 business days** of the member's request for an appointment. This requirement is for both new and established patients. Follow-up care for established patients should be accommodated as medically appropriate.

**Physical Examination Appointments:** These appointments should be made available within **six weeks** of a member's request. When possible, special consideration should be given to members who require physical examinations as part of their employment.

## Specialty Care Physicians

Timeframes for access to routine specialty care should be dependent upon diagnosis and the urgency of the condition. However, appointments should be available within **15 business days** of a member's request for an appointment.

## First Prenatal Visit

The first prenatal visit must be scheduled within **two weeks** of a member's request.

## Urgent Care Appointments

Medically indicated urgent appointments should be made the **same day or within 48 hours** of the member's call for an appointment. The request for services should be evaluated and the urgency assessed to determine what the medical problem is and the need for urgent treatment. Depending on the nature of the medical problem, the member should be triaged to the most appropriate care site.

## After-Hours Calls

When members call provider offices after hours, they should be advised by a recorded outgoing message that if the situation is a true medical emergency, the member should hang up and dial 911 or go to the nearest hospital. This advice should be recorded in at least English and Spanish and possibly other languages if the provider has a large number of members that they care for routinely who speak another language.

If you have any questions or concerns, or are experiencing challenges meeting any of these requirements, email GCHP's Provider Relations Team at [ProviderRelations@goldchp.org](mailto:ProviderRelations@goldchp.org).

**SECTION 2:**

# Medi-Cal for Kids & Teens (formerly Early and Periodic Screening, Diagnostic, and Treatment Services, or EPSDT)

As a health plan, we are proud to take this opportunity to remind you about the Medi-Cal for Kids & Teens services available to all Medi-Cal patients under the age of 21. Effective Jan. 1, 2024, the state Department of Health Care Services (DHCS) requires all providers to complete Medi-Cal for Kids & Teens training every two years.

## What is Medi-Cal for Kids & Teens?

For Medi-Cal patients under the age of 21, providers must provide a more robust range of medically necessary services than for adults. Medically necessary decisions are individualized. These services are defined in federal and state statute and include:

- Screening services including a comprehensive health and developmental history, a comprehensive unclothed physical exam, appropriate immunizations, laboratory tests, and health education.
- Vision services including diagnosis and treatment for defects in vision, including eyeglasses.
- Dental services including relief of pain and infections, restoration of teeth, and maintenance of dental health.
- Hearing services including diagnosis and treatment for defects in hearing, including hearing aids.
- Other necessary health care, diagnostic services, treatment, and other measures to correct or ameliorate defects and physical and mental illnesses and conditions discovered by the screening services.

## What are GCHP's expectations for providers?

Providers are expected to:

- Comply with Medi-Cal contract requirements around Medi-Cal for Kids & Teens.
- Coordinate Medi-Cal for Kids & Teens services with other members of a patient's care team.
- Complete Medi-Cal for Kids & Teens training every two years.

We will provide additional information on required training for Medi-Cal for Kids & Teens and the attestation process in upcoming Joint Operations Meetings, new provider orientations, bulletins, and site visits.

- [DHCS Medi-Cal for Kids & Teens Provider Training](#)
- Reference: DHCS All Plan Letter 23-005 "[Requirements for Coverage of Early and Periodic Screening, Diagnostic, and Treatment Services for Medi-Cal Members under the age of 21](#)"

**SECTION 3:**

# Now Available: 2024 GCHP Provider Manual

The Gold Coast Health Plan (GCHP) 2024 Provider Manual is now available on the [GCHP website](#). The Provider Manual describes operational policies and procedures relative to the provision of health care services to GCHP members. It also features updated information on California Advancing and Innovating Medi-Cal (CalAIM).

You may view and download the provider manual on the GCHP website. Select “For Providers” then “Provider Resources.”

Revisions and updates are made frequently. We welcome your comments for changes and additional topics to include in this manual. Please email your comments to the Provider Relations Department at [ProviderRelations@goldchp.org](mailto:ProviderRelations@goldchp.org) or through our call center at 1-888-301-1228.



## SECTION 4:

# Rural Living: Working with the LGBTQ+ Population Webinar

Gold Coast Health Plan (GCHP) invites providers and health care professionals to join the state Department of Health Care (DHCS) Quality Population Health Management (QPHM) program's June Health Disparity learning series webinar, "Rural Living: Working with the LGBTQ+ Population in the Central Valley and the Sierra Nevada." The webinar will focus on ways to work with the LGBTQ+ community as they often struggle with discrimination and rejection.

Presenters include Salma V. Torres, Director of Education and Generational Advocacy for the Central California LGBTQ+ Collaborative, and Katalina Zambrano, Executive Director of the Merced Office of Somos Familia Valle Central. You can read more about each presenter [here](#).

**Date:** Thursday, June 27, 2024

**Time:** 12 – 1 p.m.

**Registration:** [Click here](#)

In celebration of Pride Month, the Center for Health Care Strategies published a blog post titled, "Medicaid Opportunities to Better Support LGBTQ+ Health." The article shares tips to help improve LGBTQ+ health care access and services. To view the article, [click here](#).

For more information, contact GCHP's Cultural and Linguistic Services at 1-805-437-5603 or email [CulturalLinguistics@goldchp.org](mailto:CulturalLinguistics@goldchp.org).



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For additional information, contact Customer Service at 1-888-301-1228.  
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711 East Daily Drive, Suite 106, Camarillo, CA 93010  
[www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org)