



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

# Provider Operations Bulletin

OCTOBER 2024

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

# Table of Contents

SECTION 1: New Welcome Providers Webpage .....	3
SECTION 2: Medi-Cal for Kids & Teens Training .....	4
SECTION 3: Timely Access Standards and Methods to Improve Member Access and Availability .....	5
SECTION 4: State Department of Health Care Services (DHCS) Doula Crosswalk Coding Information .....	6
SECTION 5: Blood Lead Testing and Anticipatory Guidance.....	7
SECTION 6: Breast Cancer Screening.....	9
SECTION 7: Managed Care Accountability Set (MCAS) 2023 Performance .....	11
SECTION 8: Quality Incentive Pool and Program Measurement Year (MY) 2023.....	13
SECTION 9: Cultural and Linguistic Services .....	15
SECTION 10: Health Education.....	17



## SECTION 1:

# New Welcome Providers Webpage

We are excited to announce the launch of Gold Coast Health Plan's (GCHP) new and improved Welcome Providers webpage! This webpage streamlines access to required and regulatory trainings, ensuring a smoother onboarding process for all our providers.

## How to Access:

The [Welcome Providers webpage](#) can be accessed on the GCHP website by navigating to For Providers > Welcome Providers.

## Available Trainings and Resources:

The webpage offers a variety of important resources and trainings, including:

- New Provider Orientation for Primary Care Providers (PCPs)
- New Provider Orientation for Non-Primary Care Providers
- Orientation Attestation Form
- Cultural and Linguistics Training
- Medi-Cal for Kids & Teens Training

## Compliance Reminder:

To remain compliant with the state Department of Health Care Services (DHCS) regulatory onboarding standards, all new GCHP providers, including new practitioners joining existing groups, are required to complete the new provider orientation within 30 days of their contract effective date. GCHP's Provider Relations Department can assist with a one-on-one training session for you and your staff, or you can access the materials on our website and submit your attestation. We are available to assist you to ensure timely completion and receipt of the required attestation.

For any questions or support, please don't hesitate to contact the Provider Relations Team at [ProviderRelations@goldchp.org](mailto:ProviderRelations@goldchp.org).

**Welcome Providers**

**About Gold Coast Health Plan**

In 2011, the Ventura County Manager Health-Care Commission (VCMHCC) established Gold Coast Health Plan (GCHP) as the local Medi-Cal Managed Care Plan to meet the unique health care needs of Ventura County. GCHP is an independent public entity dedicated to serving our members.

- We strive to ensure GCHP's provider network has the resources and tools needed to provide the best possible care for our members. More than 10 years serving Ventura County's Managed Medi-Cal population.
- More than 250,000 members including children, adults and persons living with disabilities or other serious health conditions, and more.

**Getting Started**

All new providers joining GCHP's network, including new practitioners being added to an existing group, are required to complete a new provider orientation. This training provides information on important GCHP operational processes and procedures, as well as programs and services available to our members.

A welcome letter to initiate the orientation / training process is sent out within 10 business days of your contract effective date. Your welcome letter is a vital resource as it provides the effective date you can begin to see GCHP members. It also includes helpful tips to make your transition to GCHP's network as smooth as possible.

To remain in compliance with the state Department of Health Care Services (DHCS) regulatory standards, new providers must attend to completion of their orientation within 30 days from their contract effective date. Our Provider Relations team will work with you to ensure timely completion and attestation documentation is received.

**Trainings by Topic**

\* An authorized person can complete the training attestation on behalf of your practice for each provider.

- New Primary Care Provider (PCP) Orientation Training
- New Non-PCP Orientation Training
- Orientation Attestation Form
- Cultural Competency Training

**Provider Communications**

GCHP uses several communication tools to keep providers informed and up to date with the latest provider news. As a GCHP network provider, you will receive our Provider Operations Bulletin (POB) on a regular basis, and Provider Updates as needed. To add additional staff to our email distribution list, please send a request to [ProviderRelations@goldchp.org](mailto:ProviderRelations@goldchp.org).

All past POBs and updates can be viewed on our Provider Updates page.

A Provider Relations Representative is available to answer any questions you may have or assist with your needs via email at [ProviderRelations@goldchp.org](mailto:ProviderRelations@goldchp.org).

**Other Trainings / Resources**

- Access and Availability Standards
- Behavioral Health
- Medi-Cal for Kids & Teens Training
- Fast Facts about GCHP
- Provider Directory
- Provider Manual

**Contact Us**

Claims	Correspondence	Grievances
Gold Coast Health Plan Attn: Claims P.O. Box 4916 Oxnard, CA 93051-4916 1.888.301.1228	Gold Coast Health Plan Attn: Correspondence P.O. Box 4916 Oxnard, CA 93051-4916 1.888.301.1228	Gold Coast Health Plan Attn: Grievances P.O. Box 4916 Oxnard, CA 93051-4916 1.888.301.1228

711 E. Daily Drive, Suite 108  
Oxnard, CA 93055  
Map and driving directions

See map | Privacy policy  
Terms & conditions for self phone carriers

## SECTION 2:

# Medi-Cal for Kids & Teens Training

Effective Jan. 1, 2024, the state Department of Health Care Services (DHCS) requires all providers who offer services to members under 21 years of age to complete Medi-Cal for Kids & Teens training every two years.

Children, teens, and young adults under 21 enrolled in Medi-Cal qualify for a wide range of free services, including checkups, vaccines, health screenings, and treatments for physical, mental, and dental health issues.

DHCS has created a standardized training to help providers understand:

- How to deliver appropriate care for members under 21 years of age.
- How to help children and families access necessary medical care.
- How to bill for covered services.

Provider Expectations:

- Complete the Medi-Cal for Kids & Teens training today and every two years thereafter.
- Submit individual or multi-provider training attestations to Gold Coast Health Plan (GCHP).
- Comply with Medi-Cal contract requirements related to Medi-Cal for Kids & Teens.
- Coordinate services with other members of a patient's care team.

To access the DHCS training and GCHP's attestation form, please visit our Medi-Cal for Kids & Teens [webpage](#).

GCHP's Provider Relations Team will reach out to ensure that you have access to the training and are in compliance with the deadlines.

For any questions about the Medi-Cal for Kids & Teens training, please email [ProviderRelations@goldchp.org](mailto:ProviderRelations@goldchp.org).

For more information, you can also visit the following DHCS pages:

- [DHCS Policy Letter APL23-005](#)
- [DHCS Medi-Cal for Kids & Teens Provider Information](#)



## SECTION 3:

# Timely Access Standards and Methods to Improve Member Access and Availability

The state Department of Health Care Services (DHCS) requires access and availability standards for Medi-Cal providers. Gold Coast Health Plan (GCHP) is proudly charged with maintaining quality care for our members, which includes monitoring access and availability within the network and ensuring that contracted providers comply with access standards.

Please review the table below as a reminder for your practice's scheduling staff and ensure the standards are being incorporated in your clinic workflow. Make note of the in-office wait times for scheduled appointments.

Type of Care	Wait Time
Emergency Services	Immediately.
Urgent Care	Within 48 hours for services that do not require prior authorization. Within 96 hours for services that do require prior authorization.
Non-Urgent Primary Care Appointment	Within 10 business days of request for appointment.
Non-Urgent Behavioral Health Appointment	Within 10 business days of request for appointment.
Non-Urgent Specialty Care Appointment	Within 15 business days of request for appointment.
Phone Wait Time	Within three to five minutes, whenever possible.
Ancillary Services for Diagnosis or Treatment	Within 15 business days of request for appointment.
Initial Health Appointment (IHA)	Within 120 calendar days from enrollment.
Waiting Time in Office	Not to exceed 45 minutes after the time of appointment.
Sensitive Services	Ensure confidentiality and ready access to sensitive services in a timely manner and without barriers – NO AUTHORIZATION REQUIRED.
Long Term Care (LTC) Availability	Within seven business days of request.

The following methods can be used to improve member access and availability:

- Have appointment availability with other contracted, in-area, providers within the same office or different location.
- Have appointment availability with other contracted, in-area, mid-level practitioners, such as a physician assistant or nurse practitioner, within the same office or different location.
- Have weekend appointment availability.
- Have telehealth appointment availability.
- Have cancelled appointment availability.

GCHP's Provider Relations Team is available to assist you with any questions or concerns you may have, by email at [ProviderRelations@goldchp.org](mailto:ProviderRelations@goldchp.org).

## SECTION 4:

# State Department of Health Care Services (DHCS) Doula Crosswalk Coding Information

Starting Nov. 1, 2024, doulas will need to include a “diagnosis code” on claims for services in fee-for-service (FFS) and managed care delivery systems. This is required by federal law. Under Medi-Cal’s doula policy, doulas will only use diagnosis codes that describe / identify what occurred at the service. They are not being used for medical and/or diagnostic purposes.

To assist doulas with submitting claims, the state Department of Health Care Services (DHCS) created the coding crosswalk below that identifies which diagnosis codes may be billed with each CPT or HCPCS code. Doulas can generally choose between several diagnosis codes for each billing code. Claims will be denied if they do not have a diagnosis code or that have a different diagnosis code paired with a billing code than what is shown below. The diagnosis code should be entered in field 21A on the [CMS 1500 form](#). The diagnosis code should **NOT** have a decimal point on the form. A diagnosis code crosswalk will be published in the [Medi-Cal Provider Manual: Doula Services](#) in October 2024, to reflect this requirement. In addition, we also wanted to share the [Medi-Cal Provider Bulletin](#) about this new requirement.

Doula Billing Code Crosswalk				
Billing Code*	Billing Code Service Description+	Diagnosis Code(s) <sup>1</sup>	Diagnosis Code Service Description(s) <sup>2</sup>	Additional Guidance <sup>3</sup>
HCPCS code Z1032	Extended Initial visit	Z32.2 (prenatal)	Encounter for childbirth instruction	Any one of the four diagnosis codes can be used with HCPCS code Z1032. Please note that the initial visit can be either prenatal or postpartum.
		Z32.3 (prenatal)	Encounter for childcare instruction	
		Z39.1 (postpartum)	Encounter for care and examination of lactating mother	
		Z39.2 (postpartum)	Encounter for routine postpartum follow-up	
HCPCS code Z1034	Prenatal Visit	Z32.2	Encounter for childbirth instruction	Either diagnosis code can be used with HCPCS code Z1034.
		Z32.3	Childcare instruction	
CPT code 59409	Vaginal Delivery	Z33.1	Pregnant state, incremental	Either diagnosis code can be used with CPT code 59409. Please note that diagnosis code Z39.0 is intended to be used after delivery.
		Z39.0	Encounter for care and examination of mother immediately after delivery	
CPT code 59612	Vaginal delivery after cesarean delivery	Z33.1	Pregnant state, incremental	Either diagnosis code can be used with CPT code 59612. Please note that diagnosis code Z39.0 is intended to be used after delivery.
		Z39.0	Encounter for care and examination of mother immediately after delivery	
CPT code 59620	Cesarean Delivery	Z33.1	Pregnant state, incremental	Either diagnosis code can be used with CPT code 59620. Please note that diagnosis code Z39.0 is intended to be used after delivery.
		Z39.0	Encounter for care and examination of mother immediately after delivery	
CPT code 59840	Abortion	Z33.1	Pregnant state, incremental	Only diagnosis code Z33.1 should be used with CPT code 59840.
HCPCS code T1033	Miscarriage	Z33.1	Pregnant state, incremental	Only diagnosis code Z33.1 should be used with HCPCS code T1033.
HCPCS code Z1038	Postpartum visit	Z39.0	Encounter for care and examination of mother immediately after delivery	Any of the three diagnosis codes can be used with HCPCS code Z1038. Please note that diagnosis code Z39.0 is intended to be used after delivery.
		Z39.1	Encounter for care and examination of lactating mother	
		Z39.2	Encounter for routine postpartum follow-up	
HCPCS code T1032	Postpartum Extended Visit	Z39.0	Encounter for care and examination of mother immediately after delivery	Any of the three diagnosis codes can be used with HCPCS code T1032. Please note that diagnosis code Z39.0 is intended to be used after delivery.
		Z39.1	Encounter for care and examination of lactating mother	
		Z39.2	Encounter for routine postpartum follow-up	

If a doula receives a denied claim and does not understand the reason for the denial, they can:

- Contact the member’s managed care plan (MCP) for guidance if the Medi-Cal member has managed care.
- Contact the Telephone Service Centers at 1-800-541-5555 if the Medi-Cal member has FFS.
- Reach out to DHCS directly via email at [DoulaBenefit@dhcs.ca.gov](mailto:DoulaBenefit@dhcs.ca.gov) if you have questions or need assistance.

## SECTION 5:

# Blood Lead Testing and Anticipatory Guidance

Under California regulations, providers must give anticipatory guidance on lead poisoning prevention at each periodic health assessment from 6-72 months of age. A state statute requires health care providers inform parents and guardians about:

- The risks and effects of childhood lead exposure.
- The requirement that children in Medi-Cal should be tested for blood lead.
- The requirement that children not in Medi-Cal who are at high risk of lead exposure should also be blood lead tested.

For more information, visit the [California Department of Public Health Childhood Lead Poisoning Prevention Branch](#). Providers can order lead brochures to provide to parents / care givers as part of the anticipatory guidance requirement, by email at [ClpppAdministration@ventura.org](mailto:ClpppAdministration@ventura.org).

## Lead Screening Blood Test

The Centers for Medicare and Medicaid (CMS) require that all children eligible for Medicaid (Medi-Cal) receive a blood lead test at both 12 months and 24 months of age.

Children between 36 and 72 months of age must also have a blood lead test if a lead toxicity screening has not been previously conducted.

If a blood “finger stick” test result is greater than or equal to 3.5 mcg/dL, the result must be confirmed through a venous blood draw analyzed by a reference lab that runs inductively coupled plasma mass spectrometry (ICP-MS) or graphite furnace atomic absorption spectrometry (GFAAS).

Venous samples should not be analyzed using a point-of-care testing device.

Filter paper blood lead tests are not accepted by California and its use should be discontinued. If filter paper has been used in the past to test children under 6 years of age and the result was less than 3.5 mcg/dL, the test should be repeated with another screening using either capillary blood and Food and Drug Administration (FDA) approved point-of-care testing device or capillary, or venous blood sent to a lab.

State regulations and guidance, which are more protective on lead testing, should be followed when there is discrepancy with recommendations in Bright Futures.

**While blood lead risk assessment is important, it does not replace the need for anticipatory guidance and blood lead testing. As Gold Coast Health Plan (GCHP) child members are considered high risk, blood lead testing and anticipatory guidance remains essential.**

## Considerations for referral / blood testing

Evaluate blood lead testing results and assess clinical conditions that may be related with elevated blood lead results, including, but not limited to:

- Iron deficiency
- Anemia
- Developmental delay
- Unexplained seizures or neurologic symptoms



- Abdominal pain
- Behavioral problems
- Hearing loss
- Learning deficits

## Lead Test Refusal


If the member, or the member's parent / legal guardian refuses the blood lead screening test, providers must ensure a signed statement of voluntary refusal by the member (if an emancipated minor), or the parent / legal guardian is documented in the member's medical record.

Providers can use the [Lead Test Refusal Form](#) on the GCHP website.

## GCHP Lead Poisoning Prevention Resources

GCHP offers additional health education materials and resources for members in English and Spanish. Providers can direct members to our [Health Education webpage](#) or health library. The [Healthwise Health Library](#) offers information on [lead screenings](#) and a wide range of topics, including videos and interactive tools.

Contact the Health Education Department for additional information at 1-805-437-5961, Monday through Friday, 8 a.m. to 5 p.m. (except holidays). For TTY, call 711. Providers can also send a [Health Education Request Form](#) for members to [HealthEducation@goldchp.org](mailto:HealthEducation@goldchp.org).


Integrity • Accountability • Collaboration • Trust • Respect

### REFUSAL OF LEAD TESTING

My child's primary care provider has fully explained the nature, purpose, risks, and benefits of lead testing, other choices, and the risks and consequences of not proceeding.

I was also informed about the anticipatory guidance below from the California Department of Public Health:

- The only way to know if your child has lead poisoning is through a blood test.
- Most children get tested at 1 and 2 years old, but some children over 2 years also need to get tested. Children can be screened before 6 years of age if they have not been screened.
- Lead can harm a child's brain. Most children who have lead poisoning do not look or act sick.

**I still choose not to consent to lead testing for my child.**

**Reason(s) for refusal:**

Patient / Child Name: \_\_\_\_\_ Patient Date of Birth: \_\_\_\_\_

Parent / Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Clinic Use Only**


Reasons why parent / guardian is not able to sign Refusal of Lead Testing Form:

Provider / clinic signature / stamp: \_\_\_\_\_ Date: \_\_\_\_\_

*Please keep this form and include it in the patient's medical record.*

MRN#: \_\_\_\_\_

711 East Daily Drive, Suite 106, Camarillo, CA 93010 | 1-888-301-1228 | [www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org)


Integrity • Accountability • Collaboration • Trust • Respect

### HEALTH EDUCATION REFERRAL FORM

Please send us data to 1-805-248-7461 or email to [HealthEducation@goldchp.org](mailto:HealthEducation@goldchp.org)

**MEMBER INFORMATION**

Member Last Name \_\_\_\_\_ First Name \_\_\_\_\_ MI \_\_\_\_\_ Date of Birth \_\_\_\_\_

Member ID Number \_\_\_\_\_ Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Primary Phone Number \_\_\_\_\_ Secondary Phone Number \_\_\_\_\_

**REFERRAL INFORMATION**

Name of Treating Physician \_\_\_\_\_ Phone Number \_\_\_\_\_ Fax Number \_\_\_\_\_

Name of Primary Care Provider (PCP) \_\_\_\_\_ Phone Number \_\_\_\_\_ Fax Number \_\_\_\_\_

**REASON(S) FOR REFERRAL TO GOLD COAST HEALTH PLAN HEALTH EDUCATOR**

☐ Diabetes

☐ Psychological factors presenting barriers to care

☐ Asthma

☐ Depression

☐ Mental Illness Adult (18+)

☐ Health Navigator Program

☐ Mental Illness (Age 0-17)

☐ Chronic Disease Self-Management Program (COSMP)

☐ High Risk Obstetrics (Prenatal)

☐ Other \_\_\_\_\_

**CLINICAL INFORMATION** (to be completed by treating physician or office staff)

Name and Title of Person Completing Form \_\_\_\_\_ Phone Number \_\_\_\_\_ Date \_\_\_\_\_

711 East Daily Drive, Suite 106, Camarillo, CA 93010 | 1-888-301-1228 | [www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org)

Rev 6/2022

## SECTION 6:



# Breast Cancer Screening

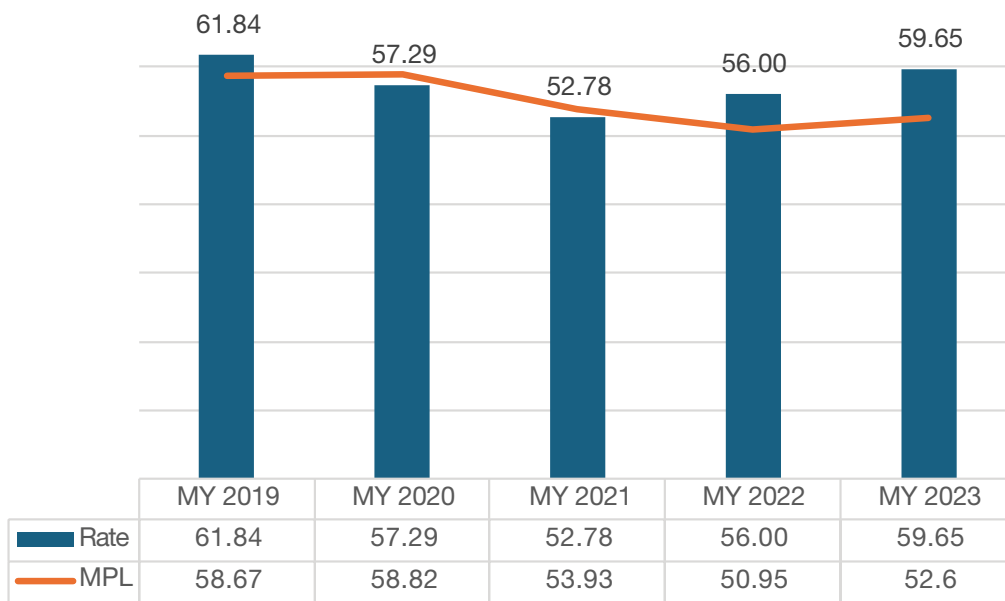
October is Breast Cancer Awareness month, a time to promote screenings for breast cancer and the importance of early detection and treatment. Other than skin cancer, breast cancer is the most common cancer affecting American women, with one in eight receiving a diagnosis of breast cancer in their lifetime.

## Breast Cancer Screening (BCS) Performance Measure

Gold Coast Health Plan (GCHP) monitors and reports the Breast Cancer Screening (BCS) Managed Care Accountability Set (MCAS) performance measure to the state Department of Health Care Services (DHCS). The BCS measure evaluates the percentage of women 50 to 74 years of age who had a mammogram to screen for breast cancer anytime on or between October 1 two years prior to the measurement year through December 31 of the measurement year.

GCHP's BCS rates and performance over the last five years have remained stagnant with varying degrees of decline due to the COVID-19 pandemic in 2020. However, through collaborative outreach efforts, partnerships with clinic partners and a new member incentive, the BCS rate has begun to increase. With these continued initiatives, GCHP aims to continue working with its providers to reach the High-Performance Level (HPL) 90<sup>th</sup> percentile in MY 2024.

To increase the screening rate, GCHP encourages providers to talk to patients about screenings, help schedule mammogram appointments, and share health education materials.




Year	MY 2019	MY 2020	MY 2021	MY 2022	MY 2023
Percentile	50 <sup>th</sup>	25 <sup>th</sup>	25 <sup>th</sup>	50 <sup>th</sup>	75 <sup>th</sup>

## Breast Cancer Screening Member Incentive

GCHP offers a \$50 gift card to Target, Walmart or Amazon to members 40-74 years of age who complete a breast cancer screening in 2024. Promote this incentive to members when scheduling their appointment or talking to them about breast cancer screenings. Providers can access the breast cancer screening member incentive flyer on the [GCHP website](https://www.goldcoasthealthplan.org).

## Health Education Materials


GCHP offers health education resources on the importance of women's health screenings.



### Women's Health

Women's health involves all things that help you live a healthy life at all ages. This includes:

- Routine health exams, including physical and mental health.
- Diet and exercise.
- Staying up-to-date on your vaccines.
- Medication management.
- Vision services.
- Managing acute or chronic conditions (such as diabetes and asthma).
- Family planning.
- Prenatal and postpartum care.
- Other exams as needed.



#### What women's health screenings should I get?

Routine health screenings help keep you healthy. The following are well woman exams:

Screening*	Age Group	How often to get screened
■ Sexually Transmitted Infections (STIs) like Chlamydia and Gonorrhea	16 years of age and older	Annually if sexually active, continue screening if at increased risk of infection.
■ Cervical Cancer Screenings (Pap Test)	21-64 years of age	■ Ages 21-64: A Pap test every three years. ■ Ages 30-64: Human Papillomavirus (HPV) test every five years or an HPV/Pap co-test every five years. Check with your doctor to see what is right for you. ■ If you have had a total hysterectomy, you will no longer need a Pap test.
■ Breast Cancer Screening (Mammograms)	40-74 years of age	■ Starting at 40 years of age, and every two years, or start earlier based on risk. ■ After the age of 74, call your doctor to see what is right for you. ■ <b>Call your doctor right away if you find a lump or experience any other changes in your breasts.</b>

\* U.S. Preventive Services Task Force

To download and print the member reward forms, visit [www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org). Click "For Members" then "Member Rewards Program."

For more information on women's health, see the following resources:


- GCHP's Women's Health frequently asked questions (FAQs)
- GCHP's Health Education webpage
- A list of services covered by GCHP is available in your [Member Handbook](#).

For more information, call GCHP Member Services at 1-888-301-1228 Monday through Friday, 8 a.m. to 5 p.m. (except holidays). Call the Health Education Department for women's health resources at 1-805-437-5961 Monday through Friday, 8 a.m. to 5 p.m. If you use TTY, call 711.

For information about language assistance and GCHP's nondiscrimination notice, visit: [www.goldcoasthealthplan.org/for-members/nondiscrimination-notice/](http://www.goldcoasthealthplan.org/for-members/nondiscrimination-notice/)

Rev. 8/2024

### Women's Health Flyer



### Women's Health

#### Frequently Asked Questions (FAQ)

**Q: What can I talk to my doctor about during my women's health visit?**  
**A:** You can talk about:

- Which exams you should have.
- Where you can have your screenings.
- How often to get checked.
- How to get health education resources.
- Any other physical or mental health questions you may have.

**Q: Can I be seen by a female health professional?**  
**A:** Yes, if you would like to be assigned to a Primary Care Provider (PCP), Obstetrician-Gynecologist (OB/GYN), or a female health care provider, talk to the office staff about your choice.

**Q: Do I have to pay for health screenings?**  
**A:** No. If you are a full-scope GCHP member, these services are available at no cost to you.

**Q: How can I find out more about family planning?**  
**A:** Your doctor can answer questions and help you talk with your partner about these issues.


**Q: What are the types of birth control?**  
**A:** There are many choices and things to keep in mind. To get started, learn about birth control methods that you or your partner can use to prevent pregnancy. You can also talk with your doctor about these choices:

Types of Birth Control	Example
Abstinence	Not having sex
Barrier Method	Condom or Diaphragm
Hormonal Methods	Oral contraceptives "the pill," vaginal ring, the patch or shot
Implantable devices	Flexible plastic rod, or hormonal implants and intrauterine devices (IUDs)
Permanent methods of birth control	Sterilizations
Emergency contraception or birth control	"Morning after pill"

**Q: How effective is birth control?**  
**A:** Birth control methods are not 100% effective. But your chances of getting pregnant are lowest if the method you choose is always used the right way. Talk to your doctor about exactly how to use the method you choose.

Rev. 10/2023

### Women's Health FAQs




### Imaging Centers for Mammograms

Mammogram services are a free benefit for Gold Coast Health Plan (GCHP) members. To schedule a mammogram, talk to your doctor to order the screening. Members will not need to get a pre-authorization from GCHP for the mammogram.

#### Centros de imágenes para mamografías

Los servicios de mamografía son un beneficio gratuito para los miembros de Gold Coast Health Plan (GCHP). Para programar una mamografía, hable con su médico para que le ordene este examen. Los miembros no necesitarán preautorización de GCHP para la mamografía.



#### Camarillo

**Rolling Oaks Radiology - Camarillo**  
3801 Las Posas Road, Suite 111  
Camarillo, CA 93010  
Phone / Teléfono: 1-805-389-9657  
Monday - Friday / Lunes - Viernes: 8 a.m. - 5 p.m.  
Make an appointment online / Haga una cita en línea: [www.radnet.com/rolling-oaks-radiology](http://www.radnet.com/rolling-oaks-radiology)

**Dignity Health - St. John's Diagnostic Imaging Services**  
2309 Antonio Avenue  
Camarillo, CA 93010  
Phone / Teléfono: 1-805-389-5655 or 1-805-389-5674  
Monday - Friday / Lunes - Viernes: 8 a.m. - 5 p.m.  
Make an appointment online / Haga una cita en línea: [www.dignityhealth.org](http://www.dignityhealth.org)

#### Moorpark

**Los Robles Imaging Center**  
885 Painted Drive, Suite 100  
Moorpark, CA 93021  
Phone / Teléfono: 1-805-523-8062  
Monday - Friday / Lunes - Viernes: 9 a.m. - 7 p.m.  
Saturday / Sábado: 10 a.m. - 4 p.m.

#### Ojai

**Ojai Valley Community Hospital**  
1306 Maricopa Highway  
Ojai, CA 93023  
Phone / Teléfono: 1-805-446-1401  
Monday - Friday / Lunes - Viernes: 8 a.m. - 5 p.m.

#### Oxnard

**Rolling Oaks Radiology - Oxnard Women's Center**  
1901 N. Roca Avenue, Suite 155  
Oxnard, CA 93030  
Phone / Teléfono: 1-805-604-3370  
Monday - Friday / Lunes - Viernes: 8 a.m. - 5 p.m.  
Make an appointment online / Haga una cita en línea: [www.radnet.com/rolling-oaks-radiology](http://www.radnet.com/rolling-oaks-radiology)

**Rolling Oaks Radiology - St. John's**  
1600 N. Rose Avenue  
Oxnard, CA 93030  
Phone / Teléfono: 1-805-983-0883  
Monday - Friday / Lunes - Viernes: 8 a.m. - 6 p.m.

#### Palms

**Palms Imaging Medical Group**  
1901 Outlet Center Drive, Suite 120  
Oxnard, CA 93036  
Phone / Teléfono: 1-805-604-9500  
Monday - Friday / Lunes - Viernes: 7 a.m. - 6 p.m.  
Saturday / Sábado: 8 a.m. - 2 p.m.  
Make an appointment online / Haga una cita en línea: [www.palmsimaging.com](http://www.palmsimaging.com)

#### Santa Paula

**Santa Paula Hospital**  
825 N. 10<sup>th</sup> Street  
Santa Paula, CA 93060  
Phone / Teléfono: 1-805-652-6080  
Monday - Friday / Lunes - Viernes: 8 a.m. - 5 p.m.

Rev. 8/2024

### Mammogram Imaging Centers



## SECTION 7:

# Managed Care Accountability Set (MCAS) 2023 Performance

For the 12<sup>th</sup> consecutive year, Gold Coast Health Plan (GCHP) is pleased to announce the successful completion of Measurement Year (MY) 2023 Managed Care Accountability Set (MCAS) reporting and audit-approval.

The MCAS is a set of quality-of-care performance metrics, including both Healthcare Effectiveness Data and Information Set (HEDIS®) and Centers for Medicare & Medicaid Services (CMS) Core set measures. GCHP is required to annually report MCAS and HEDIS quality-of-care rates to both the state Department of Health Care Services (DHCS) and the National Committee for Quality Assurance (NCQA).

We thank our providers for your collaboration during the MCAS data collection project and timely responses to our requests. The rates below demonstrate your continued commitment to delivering high quality care to our members.

In 2023, there were 42 total MCAS measures. Of those, 18 were held to Minimum Performance Level (MPL) standards or the 50<sup>th</sup> percentile national benchmark, and 24 were report-only measures. Of the 18 measures held to MPL, seven used the hybrid data collection method, which includes both medical record review, as well as claims and encounter data. Eleven were reported administratively using solely claims and encounter data. Significant performance improvement was achieved compared to MY 2022, with 83% of measures meeting or exceeding the MPL, including seven measures reaching the 75<sup>th</sup> percentile or above, a notable increase from 17% in the previous year. Additionally, GCHP scored in the 90<sup>th</sup> NCQA percentile for Timelines of Prenatal Care, Postpartum Care, and Hemoglobin A1c-Poor Control (>9%).

Interventions, such as the implementation of the Quality Incentive Pool and Program (QIPP) and data improvements, contributed to increased data reporting accuracy and health services rendered, including more screenings and exams for various age groups. Specifically, there were significant increases in lead exposure testing, developmental delay screenings, well-care exams, adolescent vaccinations, mammograms, cervical cancer screenings, and chlamydia testing. Chlamydia screenings in women, and child and adolescent well-care visits met the MPL for the first time in GCHP history. MY 2024 reporting preparations are underway with receipt of MY2024 benchmarks anticipated for the fall.

MCAS Measure / Data Element		MY2022 Rate	MY2023 Rate	Rate Difference
<b>Held to MPL</b>				
Breast Cancer Screening (A)	BCS	56.00	59.65	3.65
Cervical Cancer Screening (H)	CCS	57.91	61.31	3.41
Child and Adolescent Well-Care Visits (A)	WCV	42.33	49.79	7.46
Childhood Immunization Status - Combo 10 (H)	CIS-C010	40.88	32.85	-8.03
Chlamydia Screening in Women (A)	CHL	53.26	63.59	10.33
Follow-Up After Emergency Department Visit for Mental Illness (A)	FUM-30 Days	29.35	23.59	-5.76
Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence (A)	FUA-30 days	24.64	28.32	3.69
Hemoglobin A1c Control for Patients with Diabetes—HbA1c Poor Control >9%* (H)	HBD	35.04	28.71	-6.33
Controlling High Blood Pressure (H)	CBP	60.34	62.29	1.95
Immunizations for Adolescents - Combo 2 (H)	IMA-C02	35.77	41.61	5.84

MCAS Measure / Data Element		MY2022 Rate	MY2023 Rate	Rate Difference
Lead Screening in Children (A)	LSC	65.69	69.87	4.18
Asthma Medication Ratio	AMR	52.41	46.80	-5.61
Topical Fluoride for Children	TFL-CH	0.64	28.10	27.46
Developmental Screening in the First Three Years of Life	DEV	38.95	47.85	8.90
<b>Prenatal and Postpartum Care (PPC)</b>				
Postpartum Care (H)	PPC-PPC	86.37	89.29	2.92
Timeliness of Prenatal Care (H)	PPC-TOPC	91.97	92.21	0.24
<b>Well-Child Visits in the First 30 Months of Life (W30)</b>				
First 15 Months - Six or more visits (A)	W30-6+	47.38	60.70	13.32
15 to 30 Months - Two or more visits (A)	W30-2+	68.14	72.94	4.80

\* Lower rate indicates better performance.

(A)=Administrative (H)=Hybrid

#### Percentile Legend

>10 <sup>th</sup> Percentile
10 <sup>th</sup> Percentile
25 <sup>th</sup> Percentile
50 <sup>th</sup> Percentile
75 <sup>th</sup> Percentile
90 <sup>th</sup> Percentile

The Quality Improvement (QI) Team will evaluate the results for MY 2023 and conduct a barrier analysis for low performing measures to inform performance improvement plans for measures that did not meet the MPL. Each provider system will receive a scorecard detailing their performance on these measures in the coming months. We look forward to partnering with you to continue providing the best possible care for our members!

If you have any questions, please contact the QI Team at [QualityImprovement@goldchp.org](mailto:QualityImprovement@goldchp.org).

## SECTION 8:

# Quality Incentive Pool and Program Measurement Year 2023

Gold Coast Health Plan (GCHP) is excited to announce we have completed our first Measurement Year (MY) in the Quality Incentive Pool and Program (QIPP). The QIPP is a multi-year initiative for improvement in the [Managed Care Accountability Set \(MCAS\)](#) measures held to the minimum performance level (MPL) by the state Department of Health Care Services (DHCS).

GCHP designed the QIPP in alignment with provider partners to improve quality scores through pioneering quality incentive funding and supporting member engagement programs and interventions focused on providing comprehensive, high quality health care to members.

QIPP is a collaborative partnership between GCHP and network providers. It requires operational integration activities, such as leadership and operational meetings, quarterly and annual provider work plan submissions including quality improvement activities to GCHP, and data sharing activities.

## QIPP MY 2023 Highlights

In MY 2023, the QIPP included five core measures and five optional measures to be chosen by the participating Health Systems (large integrated medical groups). The optional measures were chosen from any measure within the MCAS held to the DHCS-established MPL, not already included in the core measures.

Quality performance in the QIPP was measured using final audited MCAS performance rates for MY 2023, with MY 2022 serving as the baseline.

QIPP MY 2023 participating Health Systems included:

- Ventura County Health Care Agency
- Clinicas Del Camino Real
- Community Memorial Health

With the partnership and collaboration of our participating Health Systems through QIPP, the following MCAS measures had significant MY 2023 performance improvements for GCHP.

Measure Acronym	MCAS Measures Held to Minimum Performance Level (MPL)	MY2022 GCHP Percentile Rank	MY2023 GCHP Percentile Rank
WCV*	Child and Adolescent Well-Care Visits	10 <sup>th</sup>	50 <sup>th</sup>
W30-6+*	Well-Child Visits in the First 30 Months of Life: Six Well-Child Visits in the First 15 Months of Life	10 <sup>th</sup>	50 <sup>th</sup>
W30-2+*	Well-Child Visits in the First 30 Month of Life: Two Well-Child Visits Between 15 to 30 Months of Life	50 <sup>th</sup>	75 <sup>th</sup>
CHL*	Chlamydia Screening in Women	25 <sup>th</sup>	75 <sup>th</sup>
HBD	Hemoglobin A1c Control for Patients with Diabetes – HbA1c Poor Control (> 9%)	75 <sup>th</sup>	90 <sup>th</sup>
IMA-2	Immunizations of Adolescents: Combination 2	50 <sup>th</sup>	75 <sup>th</sup>

\*QIPP core measure.



## QIPP Measurement Year 2024 Highlights

In MY 2024, the QIPP includes seven core measures and seven optional measures to be chosen by the Health System. The optional measures can be chosen from any measure within the MCAS held to the DHCS-established MPL, not already included in the core measures.

QIPP MY 2024 Core Measures include the following:

- Well-Child Visits for Children 0-15 months – 6+ (W30-6+)
- Well-Child Visits for Children 15-30 months – 2+ (W30-2+)
- Child and Adolescent Well Care Visits (WCV)
- Chlamydia Screening in Women (CHL)
- Cervical Cancer Screening (CCS)
- Asthma Medication Ratio (AMR) *New Core Measure for MY 2024*
- Follow-up after an Emergency Department Visit for Substance Use Disorder – 30 days (FUA -30) *New Core Measure for MY 2024*

For participating independent providers, the QIPP includes two to four core measures. There are two required core measures for all independent providers within the program. They are:

- Child and Adolescent Well Care Visits (WCV)
- Topical Fluoride for Children (TFL)

There are additional core measures in each independent provider's core measure set determined by both GCHP and the individual provider practice.

For more information on GCHP's QIPP, email [QualityImprovement@goldchp.org](mailto:QualityImprovement@goldchp.org).

## SECTION 9:

# Cultural and Linguistic Services

Gold Coast Health Plan (GCHP) is committed to ensuring all members communicate clearly with their health care providers. GCHP recognizes that lack of cultural awareness and language barriers may disrupt clear communication during the process of receiving medical services. GCHP offers free access to interpretation and translation services, auxiliary aids and alternative format services for all members, whose primary language is not English. GCHP understands that health literacy and culturally and linguistically appropriate services are key factors to building a healthy community.

## October is Health Literacy Month

For more than 20 years, October has been recognized as Health Literacy Month. Health Literacy Month is a time of international observance when many agencies work collaboratively to integrate and expand the mission of health literacy.

Health literacy and clear communication between health professionals and patients are key to improving health and the quality of health care.

To learn more about how you can promote health literacy awareness in your organization and for training opportunities, visit:

- [The National Institutes for Health](#) - Provides additional information on the importance of using plain language.
- [The Office of Disease Prevention and Health Promotion](#) - Provides communication tools and resources.
- [The Institute for Healthcare Advancement \(IHA\)](#) - Provides information on effective health communication and training opportunities.
- [Healthy People 2023](#) - According to Healthy People 2023, health literacy is a key issue in the Health Care Access and social determinant of health (SDOH). SDOH are factors in the environment that affect people's health.



## New Language Assistance Services Flyer

GCHP has created a new [Language Assistance Services Flyer](#) for members. The flyer includes information about how to access interpreting and translation services, and request alternative formats.

### Language Assistance Services

If you need an interpreter during your next appointment, Gold Coast Health Plan (GCHP) has got you covered. We know the importance of being able to communicate with your doctor, mental health clinician, and other health care staff in your preferred language.

GCHP offers the following language assistance services at no cost to members:

#### Interpreter Services

- Telephone interpreting by qualified interpreters.
- In-person interpreting.
- Sign language interpreting.
- Virtual interpreting for telehealth visits.

#### Translation

- Written materials in your preferred language.

#### Alternative Formats

- Such as Braille, large print (20-point Arial font), audio CD, data CD, and other accessible electronic formats and auxiliary aids upon request.





Ask your doctor or office staff for language assistance services. You can also call GCHP's Cultural and Linguistic Services at **1-805-437-5961**, Monday through Friday, 8 a.m. to 5 p.m. (except holidays). If you use a TTY, call **711**. You can also visit GCHP's website at [www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org) or email [CulturalLinguistics@goldchp.org](mailto:CulturalLinguistics@goldchp.org).

For information about language assistance and GCHP's nondiscrimination notice, visit [www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org).

### Servicios de Asistencia Lingüística

Si necesita un intérprete durante su próxima cita, Gold Coast Health Plan (GCHP) lo tiene cubierto. Sabemos lo importante que es poder comunicarse con su médico, con su médico de salud mental y otro personal de atención médica en el idioma de su preferencia.

GCHP ofrece los siguientes servicios de asistencia lingüística sin costo alguno para los miembros:

#### Servicios de Intérprete

- Interpretación telefónica con intérpretes calificados.
- Interpretación en persona.
- Interpretación en Lengua de Señas.
- Interpretación virtual para citas de tele salud.

#### Traducción

- Materiales escritos en su idioma preferido.

#### Formatos alternativos

- Como Braille, letra grande (fuente Arial de 20 puntos), CD de audio, CD de datos y otros formatos electrónicos accesibles y servicios auxiliares a petición del interesado.





Pida a su médico o personal de oficina servicios de asistencia lingüística. También puede llamar a los Servicios Culturales y Lingüísticos de GCHP al **1-805-437-5961**, de lunes a viernes, de 8 a.m. a 5 p.m. (excepto días festivos). Si usa un TTY, llame al **711**. También puede visitar el sitio web de GCHP en [www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org) o enviar un correo electrónico a [CulturalLinguistics@goldchp.org](mailto:CulturalLinguistics@goldchp.org).

Para información sobre asistencia lingüística y el aviso de no discriminación de GCHP, visite [es.goldcoasthealthplan.org](http://es.goldcoasthealthplan.org).

For questions or additional resources, visit the GCHP website or contact GCHP's Cultural and Linguistic Services Department at 1-805-437-5961, Monday through Friday from 8 a.m. to 5 p.m. (except holidays). You can also email [CulturalLinguistics@goldchp.org](mailto:CulturalLinguistics@goldchp.org).



## SECTION 10:

# Health Education

## November - Great American Smokeout

November 21, 2024, is The Great American Smokeout, an event sponsored by the American Cancer Society for smokers to quit or to plan to quit smoking. [The American Cancer Society started The Great American Smokeout](#) in the 1970s and it continues to empower smokers to quit today.

Don't miss an opportunity to screen members for tobacco use. GCHP urges health care professionals to encourage members to quit smoking or vaping. Kick It California is a free source available to members to quit smoking or vaping. Members can call 1-800-300-8086 (Spanish: 1-800-600-8191) or go online at [kickitca.org](https://www.kickitca.org). The helpline is available Monday through Friday from 7 a.m. to 9 p.m., and Saturday from 9 a.m. to 5 p.m. For TTY, members can dial 711.

Kick It California provides:

- A two-week supply of nicotine patches.
- One-on-one coaching (phone or chat).
- Free self-help materials.
- Texting program.
- Mobile apps for smoking and vaping.
- Materials for those who are pregnant and want to quit smoking and vaping.
- Other tools to help quit using tobacco and nicotine products.

GCHP members will receive the [GCHP Tobacco Cessation Flyer](#) in the mail during November to remind them of the resource available to support their journey to quit.

Visit the [GCHP Healthwise](#) Health Library for a wide range of topics, including tobacco cessation, healthy eating, exercise, anxiety, and more! Our health library offers interactive tools, videos, and even a symptom checker for members.



**Free Help to Quit Smoking or Vaping**

Kick It California has free resources to help you quit smoking, vaping, and using hookah and smokeless tobacco.

- One-on-one coaching (phone or chat)
- Self-help materials
- Texting program
- Mobile apps for smoking and vaping

You may be eligible for a two-week supply of nicotine patches to be mailed to you. Call 1-800-300-8086 today!

Help is available Monday through Friday, 7 a.m. to 9 p.m. and Saturday, 9 a.m. to 5 p.m. For additional support or resources, visit [www.kickitca.org](https://www.kickitca.org) and sign up.

**KICK IT**  
California 1-800-300-8086

To learn more about tobacco cessation or vaping, or to request resources, call GCHP's Health Education Department at: 1-805-437-5961 Monday through Friday, 8 a.m. to 5 p.m. (except holidays). If you use a TTY, call 711.

If you have any questions about Nicotine Replacement Therapy, visit your local pharmacy or call Medi-Cal 24 hours a day, seven days a week at 1-800-977-2273. If you use a TTY, call 711.

For information about language assistance and GCHP's nondiscrimination notice, visit: <https://www.goldcoasthealthplan.org/for-members/nondiscrimination-notice/>.



## Breast and Cervical Cancer Screening

October is Breast Cancer Awareness Month, a time to raise awareness about breast cancer and the importance of early detection and treatment. GCHP encourage providers to talk to members about their risk for and prevention of breast cancer and the importance of getting necessary screenings.

GCHP offers health education resources on the importance of other health screenings, including our [Women's Health Flyer](#), [Women's Health FAQs](#), [Mammogram Imaging Centers](#), and our [Cervical Cancer Flyer](#). GCHP also offers member incentives for both cervical and breast cancer screening. Providers can download member incentive forms for members on the [GCHP website](#). All materials are available in both English and Spanish. To find additional resources, visit the [GCHP Health Education Webpage](#).

### Women's Health

Women's health involves all things that help you live a healthy life at all ages. This includes:

- Routine health exams, including physical and mental health.
- Diet and exercise.
- Staying up-to-date on your vaccines.
- Medication management.
- Vision services.
- Managing acute or chronic conditions (such as diabetes and asthma).
- Family planning.
- Prenatal and postpartum care.
- Other exams as needed.

**What women's health screenings should I get?**  
Routine health screenings help keep you healthy. The following are well woman exams:

Screening*	Age Group	How often to get screened
Sexually Transmitted Infections (STIs) like Chlamydia and Gonorrhea	16 years of age and older	Annually if sexually active, continue screening if at increased risk of infection.
Cervical Cancer Screenings (Pap Test)	21-64 years of age	<ul style="list-style-type: none"> <li>Ages 21-64: A Pap test every three years.</li> <li>Ages 30-64: Human Papillomavirus (HPV) test every five years or an HPV/Pap co-test every five years. Check with your doctor to see what is right for you.</li> <li>If you have had a total hysterectomy, you will no longer need a Pap test.</li> </ul>
Breast Cancer Screening (Mammograms)	40-74 years of age (Mammograms)	<ul style="list-style-type: none"> <li>Starting at 40 years of age, and every two years, or start earlier based on risk.</li> <li>After the age of 74, call your doctor to see what is right for you.</li> <li><b>Call your doctor right away if you find a lump or experience any other changes in your breasts.</b></li> </ul>

\* U.S. Preventive Services Task Force

To download and print the member reward forms, visit [www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org). Click "For Members," then "Member Rewards Program."

For more information on women's health, see the following resources:

- GCHP's Women's Health frequently asked questions (FAQs)
- GCHP's Health Education webpage
- A list of services covered by GCHP in your [Member Handbook](#).

For more information, call GCHP Member Services at 1-888-301-1228 Monday through Friday, 8 a.m. to 5 p.m. (except holidays). Call the Health Education Department for women's health resources at 1-805-437-5961 Monday through Friday, 8 a.m. to 5 p.m. If you use TTY, call 711.

For information about language assistance and GCHP's nondiscrimination notice, visit: [www.goldcoasthealthplan.org/members/nondiscrimination-notice/](http://www.goldcoasthealthplan.org/members/nondiscrimination-notice/)

Rev. 9/2024

### Women's Health

#### Frequently Asked Questions (FAQ)

**Q: What can I talk to my doctor about during my women's health visit?**  
A: You can talk about:

- How to get health education resources.
- Any other physical or mental health questions you may have.
- Where you can have your screenings.
- How often to get checked.

**Q: Can I be seen by a female health professional?**  
A: Yes, if you would like to be assigned to a Primary Care Provider (PCP), Obstetrician-Gynecologist (OB/GYN), or a female health care provider, talk to the office staff about your choice.

**Q: Do I have to pay for health screenings?**  
A: No. If you are a full-scope GCHP member, these services are available at no cost to you.

**Q: How can I find out more about family planning?**  
A: Your doctor can answer questions and help you talk with your partner about these issues.

**Q: What are the types of birth control?**  
A: There are many choices and things to keep in mind. To get started, learn about birth control methods that you or your partner can use to prevent pregnancy. You can also talk with your doctor about these choices:

Types of Birth Control	Example
Abstinence	Not having sex
Barrier Method	Condom or Diaphragm
Hormonal Methods	Oral contraceptives "the pill," vaginal ring, the patch or shot
Implantable devices	Flexible plastic rod or hormonal implants and intrauterine devices (IUDs)
Permanent methods of birth control	Sterilizations
Emergency contraception or birth control	"Morning after pill"

**Q: How effective is birth control?**  
A: Birth control methods are not 100% effective. But your chances of getting pregnant are lowest if the method you choose is always used the right way. Talk to your doctor about exactly how to use the method you choose.

Rev. 10/2023

### Protect Yourself from Cervical Cancer: Know the Facts

Cervical cancer is nearly 100% preventable with regular screening tests, like the **Pap test** and the **HPV test**:

- The **Pap test** looks for abnormal cells on the cervix that could turn into cancer over time.
- The **HPV test** looks for the virus that can cause abnormal cells on the cervix.

The U.S. Preventive Services Task Force (USPSTF) advises that if you're:

- Ages 21 to 64 – Get a Pap test every three years.
- OR
- Ages 30 to 64 – Get a Human papillomavirus (HPV) test every five years or an HPV/Pap co-test every five years.
- OR as recommended by your doctor.

**When abnormal cells are found early, they can be removed or treated before they ever turn into cancer.**

**Please call your doctor and schedule your appointment today! Don't miss this important preventive care exam.**

If you have any questions, call Gold Coast Health Plan at 1-888-301-1228. Monday through Friday, 8 a.m. to 5 p.m. (except holidays). If you use a TTY, call 711. You can also visit [www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org).

Source: Department of Health, California Breast Cancer Detection and Treatment Branch, Every Woman Counts Program.

Gold Coast Health Plan logo

### Get a Free Gift Card!

### ¡Reciba una Tarjeta de Regalo Gratis!

Women 40 years of age and older should have a mammogram (breast cancer screening) every two years. A routine mammogram is critical to early detection. Cancer is easier to treat if cancer is detected early.

Las mujeres mayores de 40 años deben hacerse una mamografía (prueba de detección para cáncer de seno) cada dos años. Una mamografía de rutina es fundamental para la detección temprana. El cáncer es más fácil de tratar si el cáncer se detecta temprano.

**To get your \$50 gift card, you must meet these requirements:**

- Be a female Gold Coast Health Plan (GCHP) member with full-scope Medi-Cal benefits between 40 to 74 years of age.
- Get a mammogram between January 1, 2024, and December 31, 2024.
- Fill out this form and have your doctor or their staff sign or stamp it during your office visit.
- Send the form to GCHP by January 31, 2025.

Limit one card per member per year. It may take up to 6-8 weeks after GCHP receives your completed form for you to get your gift card in the mail.

If you have questions, call GCHP at 1-888-301-1228. Monday through Friday, 8 a.m. to 5 p.m. (except holidays). If you use a TTY, call 711.

Gold Coast Health Plan logo

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

### Imaging Centers for Mammograms

Mammogram services are a free benefit for Gold Coast Health Plan (GCHP) members. To schedule a mammogram, talk to your doctor to order the screening. Members will not need to get a pre-authorization from GCHP for the mammogram.

### Centros de imágenes para mamografías

Los servicios de mamografía son un beneficio gratuito para los miembros de Gold Coast Health Plan (GCHP). Para programar una mamografía, hable con su médico para que le ordene este examen. Los miembros no necesitan preautorización de GCHP para la mamografía.

<b>Camarillo</b> <b>Rolling Oaks Radiology - Camarillo</b> 3801 Las Posas Road, Suite 111 Camarillo, CA 93010 Phone: Teléfono: 1-805-389-9657 Monday - Friday: Lunes - Viernes: 8 a.m. - 5 p.m. Make an appointment online / Haga una cita en línea: <a href="http://www.rollingoaksradiology.com">www.rollingoaksradiology.com</a>	<b>Oxnard</b> <b>Rolling Oaks Radiology - Oxnard Women's Center</b> 1901 N. Rice Avenue, Suite 155 Oxnard, CA 93030 Phone: Teléfono: 1-805-983-0883 Monday - Friday: Lunes - Viernes: 8 a.m. - 6 p.m. Make an appointment online / Haga una cita en línea: <a href="http://www.rollingoaksradiology.com">www.rollingoaksradiology.com</a>
<b>Dignity Health - St. John's Diagnostic Imaging Services</b> 2309 Antonio Avenue Camarillo, CA 93010 Phone: Teléfono: 1-805-389-5655 or 1-805-389-5674 Monday - Friday: Lunes - Viernes: 8 a.m. - 5 p.m. Make an appointment online / Haga una cita en línea: <a href="http://www.dignityhealth.org">www.dignityhealth.org</a>	<b>Rolling Oaks Radiology - St. John's</b> 1600 N. Rose Avenue Oxnard, CA 93030 Phone: Teléfono: 1-805-983-0883 Monday - Friday: Lunes - Viernes: 8 a.m. - 6 p.m.
<b>Moorpark</b> <b>Las Robles Imaging Center</b> 955 Patriot Drive, Suite 100 Moorpark, CA 93021 Phone: Teléfono: 1-805-523-8062 Monday - Friday: Lunes - Viernes: 8 a.m. - 7 p.m. Saturday / Sábado: 10 a.m. - 4 p.m.	<b>Rolling Oaks Radiology - Gonzales</b> 2151 Gonzales Road, Suite 101 Oxnard, CA 93030 Phone: Teléfono: 1-805-983-0883 Monday - Friday: Lunes - Viernes: 7 a.m. - 8 p.m.
<b>Ojai</b> <b>Valley Community Hospital</b> 1306 Maricopa Highway Ojai, CA 93023 Phone: Teléfono: 1-805-446-1401 Monday - Friday: Lunes - Viernes: 8 a.m. - 5 p.m.	<b>Santa Paula</b> <b>Santa Paula Hospital</b> 825 N 10 <sup>th</sup> Street Santa Paula, CA 93060 Phone: Teléfono: 1-805-652-6080 Monday - Friday: Lunes - Viernes: 8 a.m. - 5 p.m.

Rev. 8/2024

### Get a Free Gift Card!

### ¡Reciba una Tarjeta de Regalo Gratis!

Gold Coast Health Plan (GCHP) values your health. Getting a cervical cancer screening (Pap test) can help prevent or detect cervical cancer early and is an essential part of women's health care.

Gold Coast Health Plan (GCHP) valora su salud. Hacerse un examen para detección de cáncer del cuello uterino (prueba de Papanicolaou) puede ayudar a evitar o detectar de forma temprana el cáncer del cuello uterino y es una parte importante del cuidado de la salud de las mujeres.

**To get your \$50 gift card, you must meet these requirements:**

- Be a GCHP member with full-scope Medi-Cal benefits between 21 to 64 years of age.
- Get a Pap test with your doctor between January 1, 2024, and December 31, 2024.
- Fill out this form and have your doctor or their staff sign or stamp it during your office visit.
- Send the form to GCHP by January 31, 2025.

Limit one card per member per year. It may take up to 6-8 weeks after GCHP receives your completed form for you to get your gift card in the mail.

If you have any questions, call GCHP at 1-888-301-1228. Monday through Friday, 8 a.m. to 5 p.m. (except holidays). If you use a TTY, call 711.

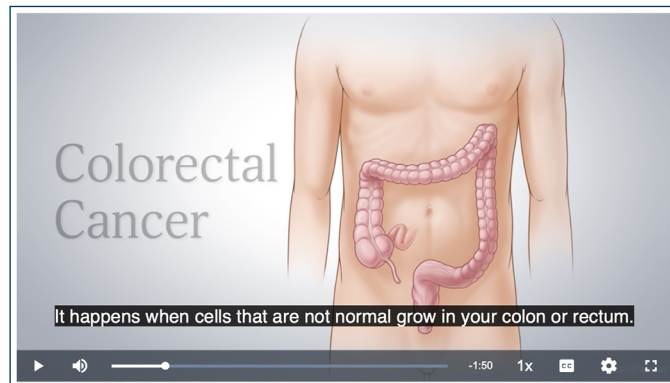
Gold Coast Health Plan logo

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

## Colorectal Cancer Screenings

GCHP members should be screened for colorectal cancer starting at 45 years of age. By prioritizing colorectal screenings, cancer or precancerous conditions can be identified early, which allows for timely interventions and better outcomes. Encourage members to get their screening for colorectal cancer. Many may be apprehensive about getting screened, but it is important to address any concerns, highlight the benefits, and talk about the different options available.

GCHP's [Health Library](#) has information about colorectal cancer screenings to help members learn about [colon cancer](#) and the screening process.



## November - Diabetes Awareness Month

Diabetes Awareness Month is a perfect time to educate members about the importance of regular diabetes monitoring and management. GCHP understands that this can be very complicated for members, as there are so many factors to consider in managing diabetes. GCHP offers many resources to help members take control of their diabetes. These include the [Chronic Disease Self-Management Program \(CDSMP\)](#) for members with multiple conditions, and [Diabetes Prevention Program](#) for those with pre-diabetes. GCHP's Health Education Department can provide workshops at your clinic site. You can also refer members to GCHP and one of our Health Navigators can assist members with diabetes education. Email us at [HealthEducation@goldchp.org](mailto:HealthEducation@goldchp.org):

- Request a workshop for your site.
- Refer a member for health education. Providers can use the [Health Education Referral Form](#).

During November, members will receive GCHP's [My Diabetes Exam Record Flyer](#) in the mail to stress the importance of managing their diabetes and getting routine screenings. Visit the [GCHP Health Education webpage](#) for additional information and resources.

### My Diabetes Exam Record

Gold Coast Health Plan (GCHP) values your health. Our records show you have diabetes (high blood sugar). This diabetes care schedule can help you plan your doctor visits. You can also take this form to your doctor to check which tests or exams you need:

Tests & Exams	How often	Your Exam / Test Dates
Blood pressure check	Every clinic visit	
HbA1c: Blood sugar test	Every 3 months	
Cholesterol check	Every year	
Dilated retinal eye exam	Every year	
Kidney function test	Every year	
Diabetic foot exam	Every year	

You can also stay healthy by learning how to:

- Manage your blood sugar.
- Stay current on your medications and test strips.
- Eat healthy.
- Use your diabetes monitor.
- Stay active.
- Stay current on your vaccines.

To learn more about the no-cost GCHP Care Management and Health Education classes, call Member Services at 1-888-301-1228, Monday through Friday, 8 a.m. to 5 p.m. (except holidays). If you use a TTY, call 711. To reach the Advice Nurse Line 24 hours a day, seven days a week, call 1-877-431-1700. If you use a TTY, call 711. For no-cost health education materials, visit GCHP's website: [www.goldcoasthealthplan.org/healthlibrarytools](http://www.goldcoasthealthplan.org/healthlibrarytools).

### Free Workshop for Gold Coast Health Plan Members

#### Chronic Disease Self-Management Program

Gold Coast Health Plan (GCHP) offers free Chronic Disease Self-Management Program (CDSMP) workshops to members over the age of 18 with a chronic health condition. A chronic health condition is one that lasts for a long time, such as arthritis, diabetes, heart disease, depression, obesity, pain and more. The workshop can teach you how to control and manage your symptoms.

Workshops will be held once a week for six weeks. Members can choose between a virtual or telephonic workshop. The virtual workshop is 2.5 hours each week, and the telephonic workshop is 30 minutes each week.

**In the workshop, you will learn about:**

- Making a weekly action plan
- Healthy eating
- Physical activity and exercise
- Medication usage

**Participants will get:**

- "Living a Healthy Life with Chronic Conditions" book
- Class handouts
- Relaxation CD
- Refillable water bottle
- Backpack
- Lunch bag

Sign up now for CDSMP workshops to gain the self-confidence to take charge of your health.

Call the Health Education Department at 1-888-437-5718, Monday through Friday, 8 a.m. to 5 p.m. (except holidays). If you use a TTY, call 711. You can also email [HealthEducation@goldchp.org](mailto:HealthEducation@goldchp.org). For more information, visit the GCHP website: [www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org).

### Take the Path to a Healthier You

Don't miss out on this program for Gold Coast Health Plan members

Getting healthier and losing weight is even easier now.

Gold Coast Health Plan (GCHP) has teamed up with Solera to bring you a diabetes prevention program designed with you in mind. When you sign up, you'll get health education information to make healthier food choices, move more, and lower your risk of type 2 diabetes. And it's available at no cost to you!

Don't miss out. Join other Gold Coast Health Plan members who have already gotten started on their health journey.

For other health concerns, call the GCHP 24-Hour Advice Nurse Line toll-free at 1-877-431-1700 (TTY: 711).

For all other questions, call GCHP Member Services at 1-888-301-1228 (TTY: 711), Monday-Friday, 8 a.m. to 5 p.m. (excluding holidays).

1 in 3 people are pre-diabetic

Losing 5% to 7% of your weight lowers your risk

Participants who lose weight have more energy and sleep better

#### Get Started in Three Easy Steps

**1 TAKE A HEALTH QUIZ**  
Complete a short quiz at [solera.kme.com/gchp](http://solera.kme.com/gchp) or call 1-888-305-4008 (TTY: 711) Monday through Friday, 8 a.m. to 6 p.m.

**2 PICK YOUR PROGRAM**  
Choose an online-only program from a leading health solution or a community group.

**3 GET YOUR TOOLS**  
Get an activity tracker,\* receive a wireless scale (with online programs), and help from a health coach.

\*You can purchase your own activity tracker. Solera's Diabetes Prevention Program guidelines require a device to be used to track weight and activity. Solera will provide the device to be used to track weight and activity.

## Flu Season and Vaccines

GCHP members can get their flu shots at no cost. GCHP urges providers to encourage all members 6 months of age and older to get their flu vaccine. Clinics around the county will offer walk-in clinics to assist members in getting their vaccine. Check out the [GCHP Calendar](#) to assist members in finding a clinic near them.

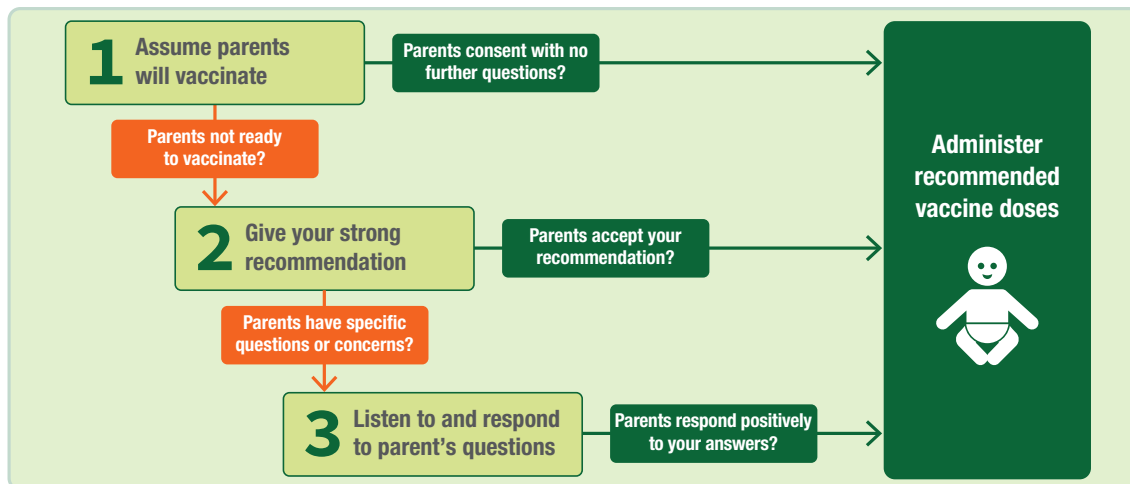
We understand that each season there are some members who are hesitant to get their flu shot. Education is key in addressing any concerns and myths surrounding the flu vaccine. Talk to members (and parents) to dispel any misconceptions by actively listening and responding to questions.



- When listening, seek to understand the context behind parents' questions before responding so you can be sure the information you provide is appropriate to their concerns.
- Share your vaccine recommendation.
- Parents and members consistently rank their child's doctor as their most trusted source for vaccine information.

For more information and tips to help address vaccine hesitancy, view the following Centers for Disease Control and Prevention (CDC) resources:

- [Talking with Parents about Vaccines](#)
- [Questions Parents May Ask about Vaccines](#)





## Flu Resources

- **Pregnancy**
  - » The flu vaccine can be administered at any time during pregnancy.
  - » People who are or will be pregnant during flu season should receive the inactivated flu vaccine.
- **Children**
  - » Children who need two doses of the flu vaccine should get their first dose as soon as it becomes available. If a child has had less than two flu vaccines between 6 months and 8 years of age, they should get two vaccines at least four weeks apart.
- **Immunocompromised**
  - » Those with weakened immune systems are at greatest risk of flu complications. If a member has a medical condition, such as heart disease, cancer, or diabetes, the flu can make it worse. It is vital for these individuals to get their flu vaccine.
- **Adults**
  - » Adults, especially those 65 years old and older, are at higher risk of developing serious flu complications compared with young, healthy adults.

## CDC:

- [Flu materials](#)
- Cover Your Cough Poster for Health Care:
  - » [English](#)
  - » [Spanish](#)
- Be A Germ-Buster... Wash Your Hands Poster (How-to Hand Washing)
  - » [English](#)
  - » [Spanish](#)

## Healthwise:

- Flu Vaccines: Should I Get a Flu Vaccine?
  - » [English](#)
  - » [Spanish](#)
- Common Questions About the Flu Vaccine
  - » [English](#)
  - » [Spanish](#)

Contact the Health Education Department for additional information at 1-805-437-5961, Monday through Friday, 8 a.m. to 5 p.m. (except holidays). For TTY, call 711. Providers can email [HealthEducation@goldchp.org](mailto:HealthEducation@goldchp.org).



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

## **Provider Operations Bulletin**

OCTOBER 2024

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