Memorandum

To: Gold Coast Health Plan Providers

From: Vicki Wrighster, Senior Director of Provider Network Operations

Re: **GCHP Systems Transition Updates**

Date: August 21, 2024

Gold Coast Health Plan's teams and partners are continuing to remediate the technical issues users are experiencing with our provider portal. We are making significant progress loading provider data to the portal.

Our timeframe for resolution remains fluid. Please continue to follow these temporary processes until we communicate to you that our technical issues have been resolved:

- **Member Eligibility Verification**
  To verify member eligibility prior to July 1, 2024, please use the iTransact portal. For dates of services from July 1, 2024, and forward, please use the Provider Portal and/or the Medi-Cal website.

  We are continuing to update our eligibility information. Please remember to verify a member's eligibility on the Medi-Cal website. If the member is assigned to GCHP and you are unable to confirm that the member is assigned to your office, please do not cancel appointments or turn away members who are at your office for care. GCHP will work with you to ensure that you are appropriately compensated for the care.

  Access to care is critical for timely and early treatment intervention. If you have any questions, please reach out to our Provider Customer Service Team.

- **Claims Status Information**
  Though we continue to improve our claims processing and payment timeliness, we recognize that you may have questions regarding the status of claims submitted by your offices. If you have multiple claims for which you would like to check the processing status, please complete the Claim Submission Status spreadsheet and email it to ClaimsTeam@goldchp.org. The spreadsheet is also available to download on the Systems and Services Changes page of the GCHP website. **Our team will respond to your request within 24 hours**.

- **Authorizations Submission**
  Providers who have access can submit authorizations through the Portal. All others must continue to complete the Prior Authorization Treatment Request Form and fax it to 1-855-883-1552.

ProAuth Authorization Submission: When entering authorizations in ProAuth, please use care in selecting the servicing provider to ensure that you choose the servicing provider's correct name and address. This will prevent delays in authorization processing. As always, please reach out to GCHP if you have any questions.

Additional Resources
Provider training recordings, presentation materials, and the NTT Provider Portal User Guide can be viewed on the Systems and Services Changes page of the GCHP website.

Customer Service
For more information or for any questions, please email ProviderPortal@goldchp.org. Our Provider Relations Team will respond to your email within 24 hours. For services that are not portal related, please reach out to our Provider Relations Team at ProviderRelations@goldchp.org.