

# Memorandum

To: Gold Coast Health Plan Providers

From: Vicki Wrighster, Director of Network Operations

Re: **Provider Portal and Claims Systems Updates**

Date: November 5, 2021

We are pleased to announce that we will be re-launching the Gold Coast Health Plan Provider Portal the week of Nov. 15, 2021. We will be conducting virtual training webinars to provide an overview of the functions providers will be able to perform through the portal and other changes. We will also provide other GCHP operational updates. The virtual trainings are scheduled for Nov. 9 and 10.

It is important that a representative from each provider office attend one of the upcoming trainings. There will be an opportunity to ask questions. However, due to time constraints, questions will be limited. To capture and respond to everyone's questions, GCHP has created an email address for you to use. Please send any questions or concerns to [ETPQuestions@goldchp.org](mailto:ETPQuestions@goldchp.org).

## Provider Trainings Schedule

Meeting Date	Meeting Time
Tuesday, Nov. 9, 2021	1-2 p.m.
Wednesday, Nov. 10, 2021	1-2 p.m.

## Teams Meeting Link

Please use the following link to attend any of the scheduled meetings. Press "control" and click on the link to enter Microsoft Teams. If you have never used Teams, we recommend that you click on the link at least 10 minutes before the meeting starts to allow time to download the program.

[Join Microsoft Teams Meeting](#)  
[+1 805-324-7279](#)  
Conference ID: 575 370 263#

Thank you.