



**Gold Coast
Health Plan**SM
A Public Entity

Provider⁴⁹ Operations Bulletin

JUNE 2021

www.goldcoasthealthplan.org

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SECTION 1:

State Department of Health Care Services (DHCS) Audit

Gold Coast Health Plan (GCHP) is scheduled to go through a state Department of Health Care Services (DHCS) Medical Audit during the month of **August**. Similar to previous years, DHCS will select various providers from GCHP's network to reach out to. If your site is selected for audit, DHCS will contact you directly. At this time, GCHP does not know who the selected providers are. We will update you once we receive any additional information.

GCHP Provider Relations Representatives may follow up with your clinic(s) before the audit to ensure that each site is equipped with materials for members. Should you need any additional information, please let us know right away.

As always, GCHP is here if you have any questions and/or concerns.

Contact Information

For general Provider Relations inquiries, please email: ProviderRelations@goldchp.org.

For Claims and Authorization questions, please call: **1-888 301-1228**.

For the GCHP Provider Manual, Provider Operation Bulletins, directories, forms, guides, updates and more, please visit the [GCHP website](#).

Thank you in advance for your cooperation and partnership during the upcoming medical audit. It is always greatly appreciated.

SECTION 2:

eVIPs Provider Data Base / Contracting and Credentialing System

Gold Coast Health Plan (GCHP) will introduce a new Provider Data Base / Contracting and Credentialing system within the next few months. The system is referred to as eVIPs and will allow GCHP to streamline contracting, credentialing and provider information management activities.

There are three components to the new eVIPs system. A description of each component is listed below.

1. Provider Data Management / Contract Management

Though this function will not be visible to providers, eVIPs offers a streamlined way to collect, collate and maintain your demographic information. It will also allow GCHP to manage contracting processing more efficiently.

2. eApply

Under the eApply functionality, providers will be able to submit their credentialing applications online. Providers will be provided with their own secure provider file and number that will allow the submission of confidential documents. This is a self-service tool you can use to manage your document submissions.

3. eStatus

GCHP understands that once an application has been submitted, providers may want to check the application status. eStatus allows providers to check the status of their submission.

Provider Training

Training covering how to use the eApply and eStatus components will be provided and will take place shortly after the system is active. It will include several webinar virtual trainings and a training manual. GCHP will also be taping the virtual training to be used as a reference.

For any questions, please email ProviderRelations@goldchp.org.

SECTION 3:

Latest Medi-Cal Rx Update

The state Department of Health Care Services (DHCS) provided the following notices on Mar. 30 regarding Medi-Cal Rx:

Medi-Cal Rx Subscription Service

The Medi-Cal Rx Subscription Service (MCRxSS) is a free service that provides the latest Medi-Cal Rx news, including upcoming training and outreach events. Current Medi-Cal providers, pharmacies, prescribers and their staff are encouraged to sign up for MCRxSS to stay informed with the latest pharmacy news. Subscribers will receive subject-specific emails for urgent announcements and other updates shortly after they are posted to the Medi-Cal Rx website. Individuals can sign-up for this service at the [MCRxSS sign-up page](#) on the DHCS website.

Pharmacy Service Representative Phone Campaign

Pharmacy Service Representatives (PSRs) will reach out to prescribers via telephone to introduce the new Medi-Cal Rx website and its available resources. If you are a prescriber and have started the User Administration Console (UAC) registration process but have not completed it, please anticipate a phone call from a PSR to assist and answer any questions. The PSRs will provide guidance on how to start registration for the secure provider portal and will inform prescribers of available training and resources for Medi-Cal Rx.

SECTION 4:

California Children's Services (CCS): What, Who and How

What is CCS?

California Children's Services (CCS) is a statewide program managed by the state Department of Health Care Services (DHCS) and administered by the Ventura County Health Care Agency's (VCHCA) CCS office. This program assures the delivery of specialized diagnostic, treatment, and therapy services to financially- and medically-eligible children under the age of 21 who have CCS-eligible conditions, as defined in Title 22, California Code of Regulations (CCR), Section 41800.

Who qualifies for CCS?

For a complete list of CCS-eligible conditions, [click here](#). The CCS eligibility criteria will be listed, and includes examples of frequently recognized CCS-eligible and ineligible conditions.

Conditions that qualify for CCS coverage are those that limit or interfere with physical function but can be cured, improved or stabilized. CCS-qualifying conditions include birth defects, handicaps present at birth or later developed, and injuries from accidents or violence, such as congenital heart disease, endocrine disorders (including diabetes), organ transplant, prematurity, AIDS, major trauma, craniofacial anomalies, inherited metabolic disorders, chronic renal disease and hemophilia. These are conditions that tend to be relatively uncommon, chronic rather than acute, and are costly. They generally require the care of more than one health care specialist.

How do I refer a patient to CCS?

For a new CCS referral, use the [Service Authorization Request \(SAR\) form](#).

For patients who are already established with CCS, use the [SAR form](#).

To learn more about CCS, visit the Gold Coast Health Plan (GCHP) [Provider Resources webpage](#) under the For Providers tab. There, you will find FAQ's for providers about California Children's Services (CCS) and a PowerPoint presentation on the Provider Information Regarding CCS Eligibility & Medical Therapy Program.

SECTION 5:

Care Management: High-Risk Obstetrics

Gold Coast Health Plan (GCHP) has a High-Risk Obstetrics (OB) Care Management program that promotes the health of mothers and babies. Women identified as having a high-risk pregnancy are connected to Care Managers (registered nurses and social workers) who will assist during the pregnancy and postpartum phases. GCHP's goal is a healthy outcome for mother and baby while providing valuable education and resources.

GCHP's Care Management program offers multiple services for the high-risk pregnant member. The Care Management team uses person-centered planning and collaborates with members to address health and psychosocial needs. Once a member has been referred, the team will work with them to achieve their individualized goals. The program:

1. Provides reinforcement education of the provider's prenatal plan of care.
2. Provides medication education.
3. Facilitates referrals to specialists or tertiary care centers.
4. Connects members to transportation assistance.
5. Connects members to other community agencies, such as Women, Infants, and Children (WIC), birthing classes, breastfeeding classes, family planning, housing, food, and mental health resources.
6. Communicates with providers and specialist to support members through difficult pregnancies.
7. Helps reinforce postpartum follow-up.
8. Evaluates members for postpartum depression and assists with connection to a specialist as needed. Includes incentives for postpartum visit completion.
9. Provides referrals to GCHP's Health Education Department.
10. Provides education on benefits and navigation.

Members who can benefit from care management may include those with:

- Preterm labor
- Cervical problems
- Hypertension
- History of low birth weights
- Polyhydramnios, or oligohydramnios
- Multiple gestations
- Placental problems
- Fetal complications
- Multiple gestations
- Chronic conditions that may complicate pregnancy
- History of noncompliance
- Gestational diabetes
- Social determinants of health, including, but not limited to, mental health, tobacco or substance use, living environment, and food insecurity.
- Teen pregnancy
- Any other reason why a provider feels a member could be high-risk.

To refer a member, complete the Care Management Referral Form, available in [English](#) and [Spanish](#). This will provide the care manager with valuable information to address your concerns and facilitate an effective care plan. Email the completed form to CareManagement@goldchp.org or fax it to 1-855-883-1552. Instructions are also provided on the second page of the form.

For more information about the program or how to make a referral, please contact the Care Management Department at 1-805-437-5656.

SECTION 6:

2021 Member Incentive Programs

Gold Coast Health Plan (GCHP) is pleased to continue the member incentive programs for 2021. The well-care and cervical cancer screening member incentive programs aim to educate members on the importance of routine preventive screenings, to close gaps in care, and to improve members' overall health. This is even more critical during these challenging times due to the COVID-19 pandemic, as members have deferred preventive care services.

Details

GCHP members who complete a well-care visit or cervical cancer screening between Jan. 1, 2021 and Dec. 31, 2021 can receive a gift card to Amazon, Target or Walmart. To receive the gift card, members must mail or fax a completed member incentive form to GCHP by Jan. 31, 2022. The form must include the member's information, date of the exam and the provider's signature / stamp.

Member Incentive Program	Age Group	Screening Period	Gift Card
Child & Adolescent Well-Care Exam	3 to 21	Jan. 1, 2021 – Dec. 31, 2021	\$15 gift card to Amazon, Target or Walmart
Cervical Cancer Screening	21 to 64	Jan. 1, 2021 – Dec. 31, 2021	\$25 gift card to Amazon, Target or Walmart

Promoting the Member Incentive Program

GCHP promotes these incentive programs with members, our provider network and community partners. GCHP also encourages providers to share these reward programs with their GCHP patients to encourage the completion of these routine screenings.

Accessing the Member Incentive Forms

Health care providers and members can download the well-care and cervical cancer screening member incentive forms on the [GCHP website](#), under Member Resources.

If you have any questions, contact GCHP's Quality Improvement Department at QualityImprovement@goldchp.org.

SECTION 7:

Medi-Cal Provider Incentive for Child Developmental Screenings

Importance of Child Developmental Screenings at 9, 18, and 30 Months of Age

Identifying children with a developmental or behavioral delay is an essential step to ensure that all children reach their optimal health and wellness. Providers play a critical role in monitoring children's growth and development and identifying problems early so appropriate interventions and services can be provided.

The COVID-19 pandemic has caused a decline in routine child preventive care screenings resulting in missed opportunities to identify developmental issues early. The pandemic has also increased the risk of impacting the social, emotional, or mental development and well-being of children, which underscores the importance of completing developmental screenings timely.

The [American Academy of Pediatrics \(AAP\) Bright Futures™ Periodicity Schedule](#) recommends health care providers complete in-depth developmental and behavioral screenings at 9, 18 and 30 months of age. These screenings should include the use of a standardized screening tool, such as the Ages & Stages Questionnaire (ASQ) or Parents' Evaluation of Developmental Status (PEDS). Screening tools, which are completed by the parent and scored by the health care provider, include standardized sets of questions to evaluate if a child's motor, language, cognitive, social, and emotional development are on track for their age.

Underutilization of Screenings in Ventura County Medi-Cal Children

Gold Coast Health Plan's (GCHP) 2019 measurement year (MY) rates for the Developmental Screening in the First Three Years of Life (DEV) measure show that provider usage of standard developmental screening tools is very low.

Developmental Screening	Age 1	Age 2	Age 3	Total: Ages 1-3
2019 MY Rate	29.50%	34.65%	30.65%	32.43%

Only 26% of children in the state receive timely developmental screenings and one in four children under 6 years of age are at moderate-to-high risk for developmental, behavioral or social delays, according to [Help Me Grow Ventura County](#).

All children enrolled in Medicaid are entitled to receive developmental screenings as it is a required service for children under the Medicaid Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) benefit.

Medi-Cal Developmental Screening Provider Incentive

Effective Jan. 1, 2020 to Dec. 31, 2021, Medi-Cal will reimburse providers a supplemental incentive payment of \$59.90 for completing a child developmental screening. Providers must use a [standardized developmental screening tool recommended by the AAP](#), such as the ASQ or PEDS. The screening should be billed with CPT code 96110.

Additional Resources

The following links contain additional information for health care providers on developmental screening resources, trainings and Medi-Cal reimbursement.

- [Medi-Cal's Childhood Developmental Screening Reimbursement & Provider Incentive](#)
- Developmental Screening Resources & Provider Training
 - » [Help Me Grow Ventura County](#)
 - » [American Academy of Pediatrics](#)
 - » [Centers for Disease Control and Prevention](#)

Thank you for continuing to serve our community and for providing excellent care to our members. For more information, contact the Quality Improvement Department at QualityImprovement@goldchp.org.

SECTION 8:

Pediatric “Return to Care” Campaign

To promote pediatric preventive services and close care gaps caused by the decline in well-care screenings during the COVID-19 pandemic, Gold Coast Health Plan (GCHP) will soon launch a “Return to Care” campaign to encourage the parents / guardians of members 0 to 3 years of age to schedule pediatric preventive screenings. This campaign will address care gaps related to well-child visits, immunizations, and blood lead screenings.

GCHP is working with HMS® Eliza® to conduct outreach calls. A representative will inform the parent / guardian of the need to schedule a well-care visit and assist in scheduling an appointment with the child’s primary care provider (PCP).

The campaign will target approximately 10,000 pediatric members, with calls scheduled to begin in late April and continue until July. Clinics may experience an increase in appointment requests during this time.

Thank you, in advance, for your support of the “Return to Care” campaign.

SECTION 9:

Blood Lead Screening Quarterly Reports for Providers

The state Department of Health Care Services (DHCS) [All Plan Letter \(APL\) 20-016](#) requires health care providers to test, monitor and provide oral or written anticipatory guidance on blood lead screening to children.

Testing must be performed on all children in accordance with the following schedule:

- At 12 and 24 months of age.
- When the provider becomes aware that a child who is 12 to 24 months of age has no documented evidence of a blood lead screening completed at 12 months of age or later.
- When the provider becomes aware that a child who is 24 to 72 months of age has no documented evidence of a blood lead screening test.

Starting in April, the Gold Coast Health Plan (GCHP) Quality Improvement Department will send providers quarterly blood lead screening gap reports identifying which children need an appointment for a blood lead screening. For questions, please contact the QI Department at QualityImprovement@goldchp.org.

SECTION 10:

Quality Improvement (QI) Collaboration Forum – Join Us in July!

The Gold Coast Health Plan (GCHP) Quality Improvement (QI) Department hosts a QI collaboration meeting three times per year. These meetings provide a forum for QI managers, clinical staff, administrators, physicians, and medical directors to receive updates on quality and clinical strategies, engage in roundtable discussions, and share best practices.

Please save the date for the next GCHP QI collaboration meeting on **July 21, 2021**. Planned topics include the 2020 measurement year Managed Care Accountability Set (MCAS) / Healthcare Effectiveness Data and Information Set (HEDIS[®]) performance outcomes, clinic system best practice sharing on key measures, and roundtable discussion on current topics of interest.

If there is a topic you would like presented at the next QI collaboration meeting, please contact the QI Department at QualityImprovement@goldchp.org.

SECTION 11:

Health Education

Resources to Increase Physical Activity Among Youth

Active students are better learners! Increasing physical activity before, during and after school provides immediate benefits for students, and has advantages for teachers and the community. [Click here](#) for more information on physical education and physical activity.

The [Physical Activity Guidelines for Americans, second edition](#) recommends school-aged children and adolescents 6 to 17 years of age get 60 minutes or more of moderate-to-vigorous activity every day. When youths are more physically active each day, they can experience:

- Improved attention.
- Better mood and memory.
- Improved bone health.
- Healthier weight.
- Lower risk of depression.
- Better grades.

When young people get daily physical activity, teachers can experience more students on task, improved classroom behaviors, and better attendance. The community may also see lower health care costs and can work with schools to provide more access to activity-friendly spaces for everyone.

View the Centers for Disease Control and Prevention (CDC)'s [new infographic](#) to learn more. Find out [what the CDC is doing](#) to help millions of Americans, including youth, become more physically active.

Asthma Management Academy

Gold Coast Health Plan (GCHP) is hosting a free Asthma Management Academy (AsMA) course for health educators and community health workers. This unique course will offer evidence-based asthma self-management education. AsMA is developed by the Association of Asthma Educators, and is taught by Certified Asthma Educators (AE-Cs) and peer educators trained by the California Department of Public Health (CDPH). This course will build participants' skills and their ability to help clinic care teams and families manage asthma in patients with uncontrolled persistent asthma.



The virtual three-day course is customized for non-licensed educators and home visitors, who can play a larger role on a patient's asthma care team. GCHP will host AsMA training in the near future. Refer to the [GCHP website](#) for updated information. Topics will be presented in English and Spanish and include:

- The scope of asthma medications
- Medication delivery devices
- Asthma trigger identification
- Monitoring and assessing asthma control

Who should attend:

- Community health workers / *Promotoras de Salud*
- Patient navigators
- Health or patient advocates
- Health educators
- Outreach workers and educators
- Medical assistants

If you are interested in holding a virtual training, please contact GCHP's Health Education Department at 1-805-437-5718, Monday through Friday from 8 a.m. to 5 p.m. or email HealthEducation@goldchp.org.



Asthma Management Academy (AsMA) is a project of the California Department of Public Health (CDPH). AsMA was developed by CDPH with funding from the US Centers for Disease Control and Prevention (CDC-RFA-EH19-1902CONT21) and the CA Proposition 99 Tobacco Tax. March 2021

Pregnancy and Postpartum Packets

GCHP offers free health education services to help members achieve a healthy lifestyle. Health education services are designed to ensure that all members have access to health education programs, health promotion materials and classes. GCHP has resources for new parents, including expecting mothers or mothers who have already delivered.

Providers may refer members to the [pregnancy page](#) on the GCHP website. Members may also sign up for a free e-newsletter for pregnancy and/or new parents. Pregnancy and postpartum packets, which include a First 5 Parent Kit with resources, are also available.



Chronic Disease Self-Management Program (CDSMP)

GCHP's Health Education Department now offers Chronic Disease Self-Management Program (CDSMP) workshops for members in English and Spanish. Due to the COVID-19 pandemic, classes are being held virtually or telephonically. The workshops are six weeks long, and meet once a week for 2.5 hours virtually or for 30 minutes over the phone.

Resources:

- [Health Education Referral Form](#) (English and Spanish)
- [Chronic Disease Self-Management Program flyer](#) (English and Spanish)

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.

<p>In the workshop, you will learn about:</p> <ul style="list-style-type: none"> ■ Making a weekly action plan ■ Healthy eating ■ Physical activity and exercise ■ Medication usage 	<p>Participants will get:</p> <ul style="list-style-type: none"> ■ "Living a Healthy Life with Chronic Conditions" book ■ Class handouts ■ Relaxation CD ■ Refillable water bottle ■ Backpack ■ Lunch bag
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Sign up now for CDSMP workshops to gain the self-confidence to take charge of your health.



Call the Health Education Department at **1-805-437-5718** or email HealthEducation@goldchp.org.
If you use a TTY, call **1-888-310-7347**. Members may also visit the GCHP website: www.goldcoasthealthplan.org.



Statement of Nondiscrimination and Language Assistance | Declaración de No Discriminación y Asistencia Lingüística
Gold Coast Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
Gold Coast Health Plan cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.
Gold Coast Health Plan 遵守適用的聯邦民權法律規定，不與種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。
ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-301-1228 (TTY: 1-888-310-7347).
ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-301-1228 (TTY: 1-888-310-7347).
注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-888-301-1228 (TTY: 1-888-310-7347)。

Taller gratis para miembros de Gold Coast Health Plan

Programa Tomando Control de su Salud

Gold Coast Health Plan (GCHP) ofrece talleres gratis de Tomando Control de su Salud (CDSMP, por sus siglas en inglés) para miembros mayores de 18 años con una condición médica crónica. Una condición médica crónica es la que dura mucho tiempo, como artritis, diabetes, enfermedades cardíacas, depresión, obesidad, dolor y muchas más. El taller puede enseñarle cómo controlar y manejar sus síntomas.

Los talleres se harán una vez a la semana durante seis semanas. Los miembros pueden elegir entre un taller virtual o por teléfono. El taller virtual es de 2.5 horas por semana y el taller por teléfono es de 30 minutos por semana.

<p>En el taller aprenderá sobre:</p> <ul style="list-style-type: none"> ■ Cómo hacer un plan de acción semanal ■ La alimentación saludable ■ La actividad física y el ejercicio ■ El uso de medicamentos 	<p>Los participantes recibirán:</p> <ul style="list-style-type: none"> ■ El libro "Tomando control de su salud" ■ Folletos de la clase ■ CD de relajación ■ Botella de agua recargable ■ Mochila ■ Bolsa del almuerzo
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Regístrese ahora al taller Tomando Control de su Salud para ganar confianza en sí mismo y hacerse cargo de su salud.



Llame al Departamento de educación para la salud al **1-805-437-5718** o envíe un email a HealthEducation@goldchp.org. Si usa un TTY, llame al **1-888-310-7347**. Los miembros también pueden visitar el sitio web de GCHP en www.goldcoasthealthplan.org.



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COVID-19 Vaccine

GCHP members may have questions regarding when they are eligible and where they can register to receive the COVID-19 vaccine. Providers may direct members to the state's My Turn system, which has replaced the county's registration site and phone lines.

Those who would like to register for the vaccine should visit the [My Turn website](#) or call the California COVID-19 Hotline at 1-833-422-4255, Monday through Friday from 8 a.m. to 8 p.m. or Saturday and Sunday from 8 a.m. to 5 p.m.



Chlamydia Brochure Available for Members

GCHP's Health Education Department has acquired a brochure from the Centers for Disease Control and Prevention (CDC) about the importance of screening and treating chlamydia. Providers may order the brochure (available in English and Spanish) through the [CDC website](#). The brochure includes easy to understand topics, including:



- How can someone get chlamydia?
- What are the symptoms?
- When should I get treated?
- What happens if I don't get treated?
- How can I lower my risk?

Providers may refer members or members can self-refer to receive the chlamydia brochure by contacting GCHP's Health Education Department. Download the Health Education Referral Form [here](#).

GCHP is required to report the Managed Care Accountability Set (MCAS) performance measure, Chlamydia Screening in Women (CHL), to the state Department of Health Care Services (DHCS). The National Committee for Quality Assurance (NCQA) CHL performance measure looks at the percentage of women 16 to 24 years of age who were identified as sexually active and who had at least one test for chlamydia during the measurement year.

For more information, call the Health Education Department at 1-805-437-5718, Monday through Friday from 8 a.m. to 5 p.m. or email HealthEducation@goldchp.org.

SECTION 12:

Cultural and Linguistic Services

Telehealth: The Importance of Interpreting Services

Professional medical interpreters are available to assist members and providers during telehealth consultations. When clinically appropriate, telehealth can be an effective way for members to begin or continue their care with a provider safely from their homes.

GCHP has created a telehealth tip sheet to help members connect with providers during the COVID-19 pandemic, which is available in [English](#) and [Spanish](#). If you need help, please email GCHP's Cultural and Linguistic Services Department at CulturalLinguistics@goldchp.org or call 1-805-437-5603, Monday through Friday from 8 a.m. to 5 p.m.

Behavioral Health Services – Caring through COVID-19

GCHP is committed to ensuring mental health needs are being met during the COVID-19 pandemic. We understand that this unprecedented pandemic has changed the lives of so many patients, causing mental health issues. Some individuals are facing challenges that can be stressful and may need additional support.

Below is a list of resources to share with members that may be experiencing increased stress:

- [Centers for Disease Control and Prevention \(CDC\)](#)
- [Beacon Health Options](#)
- [Ventura County Behavioral Health](#)

For questions or assistance, please email CulturalLinguistics@goldchp.org or call 1-805-437-5603, Monday through Friday from 8 a.m. to 5 p.m.



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For additional information, contact Customer Service at 1-888-301-1228.

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