



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

Provider Operations Bulletin

OCTOBER 2023

www.goldcoasthealthplan.org

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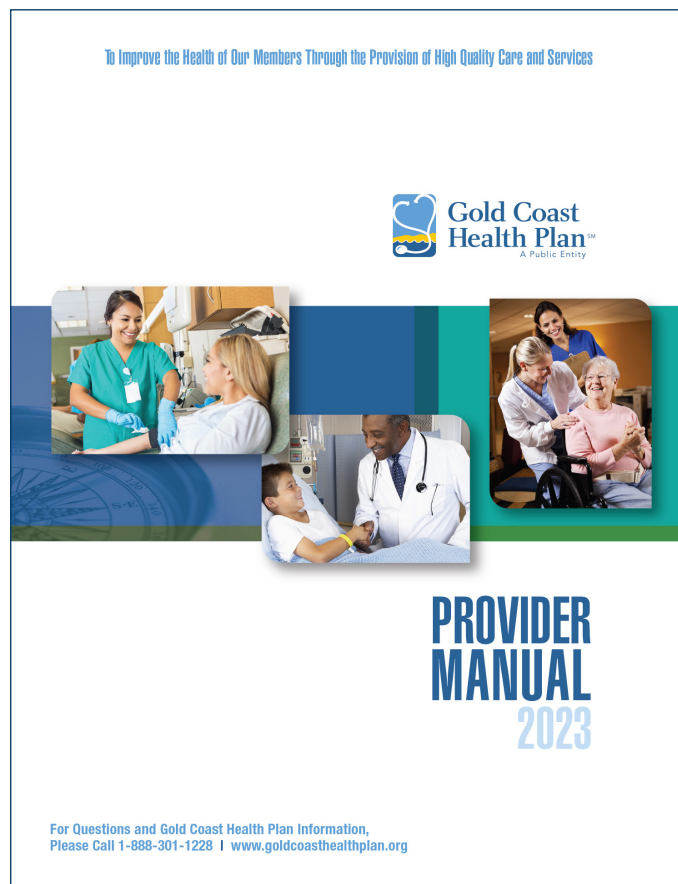
SECTION 1:

2023 Provider Manual

The Gold Coast Health Plan (GCHP) 2023 Provider Manual is now available on the [GCHP website](#).

The Provider Manual describes operational policies and procedures relative to the provision of health care services to GCHP members. Any future revisions and/or updates will be communicated to providers.

We welcome your comments for changes and additional topics to include in the manual. Please email your comments to GCHP's Provider Relations Department at ProviderRelations@goldchp.org or call 1-888-301-1228. Please reach out to the Provider Relations team with any questions.



SECTION 2:

Revised Provider Information Update Form (PIUF)


Gold Coast Health Plan (GCHP) has updated its Provider Information Update Form (PIUF).

The PIUF has been revised to now include:

- Race
- Ethnicity
- Gender
- Telehealth

The PIUF helps GCHP maintain current and accurate information by reporting additions, changes or terminations for providers, practitioner groups and facilities. This ensures that your claims are paid efficiently, you receive up-to-date information, and your practice information is listed accurately for our member's needs.

When reporting changes, please utilize our most current PIUF located on the [GCHP website](https://www.goldcoasthealthplan.org).



Integrity • Accountability • Collaboration • Trust • Respect

PROVIDER INFORMATION UPDATE FORM

Use this form to register and/or update your provider information (e.g., service location(s), payment address, tax identification number, etc.) with Gold Coast Health Plan (GCHP). Please complete all applicable sections. Providing complete and legible information will expedite your request and help ensure accurate processing. The completed form should be returned by email to ProviderRelations@goldchp.org ATTN: Provider Relations Department.

☐ New Provider ☐ Existing Provider

Section 1: Group / Facility Information

| | | |
|-------------------------------------|---------------------------|-------------------------|
| Group / Facility Name: | | Tax ID Number: |
| Group / Facility's Web URL Address: | | Corporate NPI: |
| Office Contact Name: | Contact Telephone Number: | *Contact Email Address: |

Section 2: Professional Information

| | | |
|--|--|---|
| Professional's First Name: | Professional's Last Name: | Title / Type of Licensure (i.e., MD, DO): |
| Professional NPI: | CAGH Provider ID: | Date of Birth: |
| Supervising Physician's Individual NPI (applies only to Physician Extenders): | Medical License Number: | Total Capacity (Maximum 2,000): |
| | | (Applies only to PCPs) |
| Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female | Race: <input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Asian <input type="checkbox"/> Black or African American <input type="checkbox"/> Some other race <input type="checkbox"/> White <input type="checkbox"/> Decline to Answer <input type="checkbox"/> Unknown | Ethnicity: <input type="checkbox"/> Not Hispanic or Latino <input type="checkbox"/> Decline to Answer <input type="checkbox"/> Unknown |
| <input type="checkbox"/> PCP <input type="checkbox"/> Specialist <input type="checkbox"/> Physician Extender (i.e. NP, PA) <input type="checkbox"/> Hospital-Based Professional (Only choose one) | Primary Specialty Type: Board Certified (Y/N): Taxonomy Code: | Secondary Specialty Type: Board Certified (Y/N): Taxonomy Code: |
| Patient Age Limits: From _____ To _____ (if under 18 years old, indicate 17.99) | Sees Children: <input type="checkbox"/> Sees only children under 18 <input type="checkbox"/> Sees children under 18 AND adults (18 and over) <input type="checkbox"/> Sees only adults (18 and over) | Patient Gender Limits: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Both |

* Legal documentation is required for changes to last name (e.g., marriage license).

* Only primary specialty will be listed in provider directory.

* Please provide your current email address to receive GCHP Memos, Provider Operation Bulletins, and/or other essential alerts from GCHP.

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Rev. 6/2023

SECTION 3:

Member Transportation

Gold Coast Health Plan (GCHP) member's benefits include getting a ride to their appointments when the appointment is for Medi-Cal covered services and they do not have any access to transportation. GCHP's members can get a ride at no cost. Member's can contact Ventura Transit Systems (VTS) at 1-855-628-7433 (TTY 711) to schedule a ride.

GCHP has designated Transportation Liaisons to assist with issues with scheduling, timely pick up or barriers with their transportation needs. Transportation Liaisons can be reached 24 hours a day at 1-805-437-5832 (TTY call 711). You can also email Rides@goldchp.org for assistance.

SECTION 4:

New Grant Opportunities for GCHP Providers

Gold Coast Health Plan (GCHP) is excited to announce the launch of new provider grants targeted at bringing new providers to our system and ensuring the network can improve direct patient care. GCHP recently launched the Equipment Grant Program and the Recruitment Grant Program.

Equipment Grant Program

The Equipment Grant Program provides funding to support the purchase of equipment that will expand Federally Qualified Health Center's (FQHC) and Rural Health Clinics' (RHC) capacity to serve the growing Medi-Cal population in Ventura County and impact direct patient care. Equipment funded through this program will result in additional Medi-Cal members served, improved practice efficiencies and/or improved member experience, and improved member health outcomes.

The Equipment Grant Program strives to support FQHCs/RHCs in GCHP's provider network to:

- Increase capacity within specific service areas and improve direct patient care;
- Improve practice efficiencies and/or improved member experience; and
- Improve member health outcomes.

Recruitment Grant Program

The Recruitment Grant Program will work to enhance access to quality health care services for the GCHP's Members in Ventura County. Through this program, GCHP aims to attract and recruit prospective specialists, primary care providers, and other licensed health care professionals to meet the growing demand. Additionally, the program focuses on retaining dedicated and committed providers who can ensure continuity of care. By supporting new and prospective providers, the grant program aims to build a sustainable and effective health care delivery system that addresses the needs of GCHP members and expands access to vulnerable populations in Ventura County.

The Recruitment Grant Program strives to support current and eligible applicant entities in GCHP's network to:

- Attract and recruit prospective physicians (e.g., specialists and primary care providers) and other Advanced Practice health care providers in an appropriate and sustainable capacity to improve access to care; and
- Retain dedicated and committed providers.

For more information about GCHP's Grant Programs, please visit the [GCHP website](#) or email ProviderGrants@goldchp.org.

SECTION 5:


Wellth Pilot Launch

Gold Coast Health Plan (GCHP) is excited to announce that we are launching a new pilot program with Wellth, a health and wellness program, for GCHP members. We can proudly share that GCHP is the first Medi-Cal plan to engage with Wellth, the leading digital behavior change company that empowers patients to prioritize their health and manage chronic conditions. Wellth will help GCHP meet our strategic goals of empowering members to engage with their care and implementing programs and services to address their needs.

This program allows members to earn up to \$400 for participating in daily healthy check-ins using their smartphone. The goal of Wellth is to support GCHP's members in developing long-term healthy habits, helping them break down barriers to care, address high-risk health issues and manage preventative screenings. This initial pilot will enroll up to 1,000 eligible members.

Eligibility for program enrollment is determined through a data mining process that identifies members with high utilization patterns and medication adherence issues. There is no need for you to refer members to Wellth. However, we believe that it is important for you to be knowledgeable about this program in case you receive questions from GCHP members.

[Frequently Asked Questions](#) and a [fact sheet](#) about the program are also available. Please contact eslack@goldchp.org with any additional questions regarding the program.



Wellth Talking Points and FAQs for Gold Coast Health Plan

Talking Points

- Gold Coast Health Plan has partnered with Wellth to offer a new health and wellness program in which members can earn up to \$400 for participating in daily healthy check-ins.
- The Wellth Rewards App is an easy and rewarding way to help you stay healthy. The program provides you with daily reminders to follow your care plan and all you have to do is check in every day through the Wellth Rewards App.
- The Wellth Rewards program also gives you access to the Wellth support team to help keep you motivated and stay on track with your care plan.
- There's no cost to participate. It only takes a few seconds, it's fun, and you earn rewards!

FAQs

What is Wellth?

- Wellth is a benefit available to qualifying members that uses the science of behavioral economics to help members develop and maintain healthy habits. Members can earn up to \$400 annually by completing daily healthy check-ins based on their care plan.
- Members will check in on the app daily to keep their rewards by taking a photo of their healthy tasks. These tasks include glucometer readings, blood pressure readings, healthy meals, and medication check-ins. If a member misses a required check-in, they will lose \$2 of their rewards that day.
- Each member will have a personalized routine configured during onboarding with a live Wellth agent over the phone. Members will receive daily reminders to complete their check-ins to help with program adherence. Throughout the member journey, the program will include in-app messages to provide encouragement and celebrate successes, improve health literacy, support closure of care gaps and promote autonomy around managing health conditions.

How are members made aware of Wellth?

Eligible members will receive informational materials about the program through mail, email, phone calls, and SMS (pending State of CA approval). Wellth will be calling eligible members to invite them to sign up.

How do members sign up for Wellth?

Members must speak with Wellth to enroll. A Wellth Member Specialist will guide the member through the app setup and explain the program details. For more info or to sign up, members can contact Wellth at (805) 516-5568 or visit <http://wellthrewards.com/programs/goldcoast23>

Can a member of the patient's care team submit a referral on the patient's behalf?

If a patient is interested, a member of the patient's care team can complete an interest form on behalf of the patient. Please visit <http://wellthrewards.com/goldcoast23refer> and complete the quick interest form. A Wellth Enrollment Specialist will call the patient back.

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Wellth Program Overview

WHAT IS WELLTH?

Wellth is a digital health behavior change company that motivates adherence to prescribed treatment plans by using incentives through the science of behavioral economics. Members access the Wellth program through an enjoyable and intuitive mobile app experience where they receive daily check-ins and rewards for care plan adherence.

HOW DOES WELLTH WORK?

Wellth develops lasting habits through a reminder, behavior, reward mechanism. Members begin their Wellth program with a rewards balance. To keep their rewards, members complete a daily "check-in" by taking a photo of their care plan behaviors via the Wellth app. If a member forgets to check in, they lose \$2 in rewards. Members collect their balance payouts through a Wellth limited incentive rewards card.

WHAT ARE THE BENEFITS OF THIS PROGRAM?

- Improve care plan adherence
- Improve health outcomes
- Build lasting, long-term habits
- Reduce risk and lower cost of care
- Improve member engagement and experience
- Provide insights to care teams

WHAT IS THE SCOPE OF THIS PROGRAM?

Gold Coast Health Plan is partnering with Wellth to offer a 12-month medication adherence program. Eligible members can earn up to \$400 by checking in with the Wellth app every day and taking a photo of their medication, with the option of including tasks for remote monitoring devices or healthy meals. The program will launch September 12, 2023.

Wellth Program Eligibility Criteria:

- Medicaid coverage
- 18 years or older
- Have a history of non-adherence to prescribed medications
- Have a smartphone
- Speak English or Spanish

QUESTIONS?

For more info about Wellth: www.wellthapp.com

"Wellth has helped me in more ways than I can count. I've gotten my blood sugar under control. I've been able to drop my insulin dose and I'm starting to eat right. Without Wellth I'm not sure how long it would have taken me to get on the right path. I'm really appreciating what it's doing for my health."

— Yvonne, Wellth Member



SECTION 6:

Nutrition Counseling Services Available for GCHP Members

Registered Dietitian Nutritionists (RDN) are health professionals who work in a variety of practice settings in the treatment and prevention of health conditions, such as diabetes, heart disease, and kidney disease, providing medical nutrition therapy (Academy of Nutrition and Dietetics, 2023). RDNs have an extensive knowledge of medical nutrition therapy, which allows them to do utilize nutrition for medical management of chronic diseases and illnesses.

Gold Coast Health Plan (GCHP) values the roles of RDNs and health educators. We are committed to offering medical nutrition therapy services and have several RDNs in our community who accept GCHP and are listed in our provider directory. Providers can refer members to RDNs in cases where medical nutrition therapy is needed to help manage chronic health conditions. GCHP also offers several chronic disease management programs in which health educators provide general nutrition education and teach skills to help members maintain healthy habits.

These programs can be found on GCHP's [Health Education webpage](#). If you are interested in referring patients to an RDN, you can access the GCHP [Provider Directory](#).

Reference:

Academy of Nutrition and Dietetics (2023). Medical nutrition therapy. Retrieved from:
<https://www.eatrightpro.org/career/payment/medical-nutrition-therapy>

SECTION 7:

Behavioral Health

Ventura County Medi-Cal members can expect coordinated, timely, and effective care across the health care system, with special attention to transitions of care for behavioral health needs. To ensure continuity of care, Gold Coast Health Plan (GCHP) will be working with local partners to link members to identified behavioral and physical health resources following a member's visit to the Emergency Department (ED).

Notifications to members:

Gold Coast Health Plan (GCHP) now emails weekly notifications to health care providers to inform them of GCHP members who were seen in the emergency department (ED) for a substance use or mental health condition within the last seven days. These notifications are so providers can schedule follow-up appointments within 30 days of the members' ED visits. Timely follow-up care can help:

- Increase opportunities to implement timely interventions and address any underlying social determinants of health.
- Improve physical and mental health functions.
- Increase compliance with follow-up instructions.
- Connect members with appropriate resources.
- Reduce ED use and hospital admissions.

These notifications will also help support improvement activities for the following Healthcare Effectiveness Data and Information Set (HEDIS®) measures:

- Follow-up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence (FUA)
- Follow-up After Emergency Department Visit for Mental Illness (FUM)

With the implementation of these new processes, GCHP aims to reduce hospital readmission rates to meet the state target level for high-risk populations. Weekly provider notifications for GCHP members admitted to the ED for these reasons will include the date and location of the ED visit, the diagnosis, and the due date to complete the 30-day post-ED follow-up visit.

Follow-up appointments for members:

- The member outreach program includes daily outreach calls to members to help schedule appointments with their primary care provider (PCP) within 30 days of their ED visit.

Appointments for members:

- Members can now expect a call from Carelon Behavioral Health to coordinate care with any other necessary providers or specialists. Members will also be connected to behavioral health sessions via telehealth to ensure access to care.

PCP Referral Form updates:

The PCP Referral Form allows PCPs access to services available through Carelon, such as a consultation from a Carelon psychiatrist on psychiatric diagnoses and medications, referrals for outpatient behavioral health services, and Behavioral Health Treatment (BHT) / Applied Behavioral Analysis (ABA) Services.

Updates to the PCP Referral Form include:

- Added places for contact preference and referral outcome information.
- Updated language in the BHT/ABA referral section, specifically that members are not required to have an Autism Spectrum Disorder (ASD) diagnosis.
- Minor updates in the “Request Reason” section, including separating Legal and Child Protective Services (CPS) into their own selections.

With these new roll outs, we are prioritizing access to care and continuity of care for GCHP members.

SECTION 8:

New Registry Requirement to Submit Immunization and TB Data

[AB 1797](#), a new state bill effective Jan. 1, 2023, requires providers to enter immunizations and tuberculosis (TB) tests they administer, as well as a patient's race and ethnicity, into the California Immunization Registry ([CAIR](#)).

This reporting requirement includes newly recommended immunizations, such as:

- Nirsevimab to prevent severe RSV disease for infants and toddlers.
- Respiratory Syncytial Virus (RSV) vaccines for adults 60 years and older.

Many of your questions can be answered by visiting the [AB 1797 Immunization Registry FAQs](#) page.

Joining CAIR helps providers meet requirements for AB 1797, Medi-Cal, and the Vaccines for Children (VFC) program. There are [many other benefits](#) to participating in an immunization registry, including saved time, improved patient care, boosted immunization rates, and the ability to quickly run vaccine reports to access data for reporting.

Refer to the [How to Enroll in CAIR2](#) page for guidance on the CAIR2 setup that works best for your practice and contact your [Local CAIR representative](#) with any questions.

If you are not sure if your practice is already enrolled or you need to update your read-only account to be able to submit doses, contact the CAIR Help Desk at CAIRHelpdesk@cdph.ca.gov, 1-800-578-7889, or your [Local CAIR Representative](#).

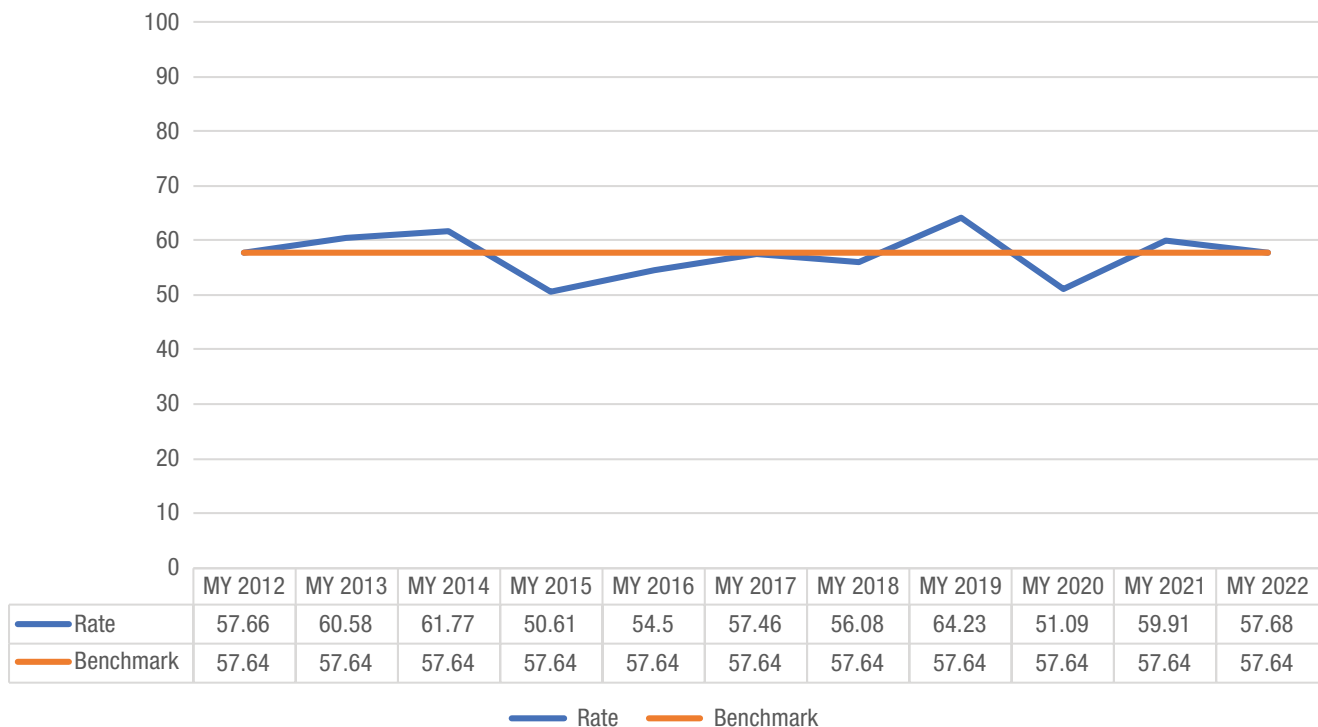
For more information, see the [AB 1797 Immunization Registry FAQs](#).

SECTION 9:

Tools to Improve Cervical Cancer Screening

Historically, women enrolled in Medicaid have lower rates of cervical cancer screening. This can be attributed to a number of factors, including their unique social drivers of health. Unfortunately, Gold Coast Health Plan (GCHP) members are no exception to this statistic and improving cervical cancer screening rates continues to be a challenge. The below graph illustrates GCHP Managed Care Accountability Set (MCAS) performance from measurement year (MY) 2012-2022.

GCHP Cervical Cancer Screening MCAS Rate MY 2012 - 2022



Below are strategies that can be implemented to improve cervical cancer screening to help providers ensure their patients are getting the cervical cancer screening that they need.

Intervention Recommendations

The Community Preventive Services Task Force (CPSTF) recommends multicomponent interventions to increase cervical cancer screening:

- 1. Increase demand through:**
 - Appointment reminders
 - Patient incentives
 - Health education and promotion
- 2. Increase access by:**
 - Assisting with appointment scheduling
 - Offering alternative screening sites
 - Holding clinics specifically for cervical cancer screening
 - Assisting with transportation barriers

- Providing language translation services
- Offering childcare

3. Increase provider delivery of screening services by offering:

- Provider assessment and feedback
- Provider incentives
- Provider reminders in the medical record

SECTION 10:

Cervical Cancer Screening Member Incentive

Gold Coast Health Plan (GCHP) offers a \$25 gift card to members 21 to 65 years of age who complete a cervical cancer screening with their provider. GCHP encourages our health care providers to utilize this member incentive to get members in for their screenings. Members and providers can print and download the forms on the [GCHP website](#).

If your clinic would like assistance with closing your cervical cancer screening care gaps, please reach out to GCHP's Quality Improvement Department at QualityImprovement@goldchp.org.

Blood Lead testing in Children Under 2 years of age and GCHP Blood Lead Test Member Incentive

Early detection of lead in a child's blood is the best way to reduce any long-term effects of exposure to lead. Ventura County has a large number of houses built before 1978 when lead-based paints were banned. This puts GCHP members at risk of lead exposure. In addition to lead exposure from paint in homes, members can be exposed to lead from imported spices or candies, handmade pottery / table wear, as well as Chapulines (dried grasshoppers).

GCHP is following the recommendation from the state Department of Health Care Services (DHCS) to have every child enrolled in Medi-Cal be tested for lead exposure by their second birthday. In order to align with DHCS requirements, all GCHP members must be tested for lead exposure at 12 and 24 months of age unless refused by their parent or guardian. If a parent / guardian refuses a lead test for their child, they must sign a [Lead Test Refusal Form](#), available on GCHP's website. Tests can be completed either through a venous blood draw or capillary test.

GCHP now offers a \$25 gift card to all GCHP members who are between 0 and 2 years of age for completing at least one blood lead test on or before their second birthday within the calendar year. This incentive aims to encourage members to schedule these important tests.

Member incentive flyers will be mailed out to members on a quarterly basis. Providers and members can access the Lead Screening Member Incentive flyer on the [GCHP website](#).

For more information about pediatric lead testing, visit the [GCHP website](#).

For questions about the member incentive program, please reach out to the Quality Improvement Department at QualityImprovement@goldchp.org.

SECTION 11:

New Member Incentive Programs - Diabetes HbA1c Test

Gold Coast Health Plan (GCHP) is working to improve the health of our members by continuously striving to help them get the care they need. To do so, we've launched a hemoglobin HbA1c test member incentive for members with diabetes.

GCHP members with diabetes can earn a \$40 gift card for completing an HbA1c Test with their doctor between July 1, 2023, and Dec. 31, 2023.

Members who need to complete an HbA1c test were mailed a member incentive form in early October. They will also receive a phone call from GCHP's Health Education team to help them schedule their appointment. To receive the gift card, members must make an appointment with their doctor to complete the test and mail or fax the completed incentive form to GCHP. Incentive forms can also be downloaded by providers and members on the [GCHP website](#).

In addition to the member incentive, GCHP offers the [Chronic Disease Self-Management Program](#) for members with diabetes. This is an interactive workshop where members can learn to manage their diabetes, or any other chronic condition, to help them live a healthier life. Topics include action planning, decision making, medication usage, working with your health care provider, healthy eating, exercise and much more. To refer members, contact the Health Education Department at HealthEducation@goldchp.org.

For more questions about GCHP's Member Incentive Programs, please contact the Quality Improvement Department at QualityImprovement@goldchp.org.

SECTION 12:

Importance of Postpartum Care and A New Member Incentive

Postpartum care is an integral part of caring for patients after delivery. Not only is a physical exam important to identify any complications or infections, but the visit is an opportunity to offer any needed resources and perform depression screening. The American College of Obstetricians and Gynecologists recommends that care be tailored to each patient and includes a visit within three weeks after delivery and no later than 12 weeks.

For Managed Care Accountability Set (MCAS) reporting to the state Department of Health Care Services (DHCS), only one outpatient visit between seven and 84 days is needed to satisfy the Timeliness of Postpartum Care measure. The visit can also be telehealth if deemed medically appropriate and is often convenient for patients with a newborn at home. Postpartum care coverage has been extended to 12 months after delivery for Medi-Cal patients.

To help encourage our members to receive this important care, Gold Coast Health plan (GCHP) is now offering a \$40 member incentive for members who attend their postpartum visit. Simply have the member complete the incentive form found on the [GCHP website](#) and submit it to GCHP. Thank you for helping us spread awareness about this critical visit!

SECTION 13:

Clinic Member Incentive Winners: 2022 Quarter 4 and 2023 Quarters 1 and 2

Thank you to all of our clinic partners for providing excellent quality of care to Gold Coast Health Plan (GCHP) members. Your diligent efforts have helped to ensure they complete their preventive care screenings. We applaud your work using the GCHP member incentive programs to reward members for making their health a priority and getting the care they need.

In 2022, GCHP received nearly 5,000 member incentive forms for the rewards programs. In 2023, we have already processed more than 3,000 forms!

GCHP applauds the following clinics with the highest participation in the member incentive programs for 2022 Quarter 4 and 2023 Quarters 1 and 2. Winners received a pizza lunch provided by GCHP.

2022 Quarter 4 Winners

- **Child and Adolescent Well-Care Visits:** Clinicas del Camino Real – Paseo Camarillo
- **Cervical Cancer Screening:** Mandalay Bay Women and Children's Clinic
- **Asthma Management Exam:** Las Islas Family Medical Group

2023 Quarter 1 Winners

- **Child and Adolescent Well-Care Visits:** Conejo Family Medical Group
- **Cervical Cancer Screening:** Moorpark Family Medical Group
- **Breast Cancer Screening:** Moorpark Family Medical Group

2023 Quarter 2 Winners

- **Child and Adolescent Well-Care Visits:** Las Posas Family Medical Group
- **Cervical Cancer Screening:** Sierra Vista Family Medical Clinic
- **Breast Cancer Screening:** Moorpark Family Medical Clinic
- **Lead Screening:** Conejo Valley Family Medical Clinic

SECTION 14:

Health Education

Gold Coast Health Plan (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. You can access our member resources by visiting the [GCHP Health Education webpage](#). Members can access resources including health education materials and flyers in English and Spanish.

For additional information or to request health education services, contact GCHP's Health Education Department at 1-805-437-5718, Monday through Friday, from 8 a.m. to 5 p.m. (except holidays), or email HealthEducation@goldchp.org.

Get Ready for Flu Season

The Centers for Disease Control and Prevention (CDC) released updated [vaccine recommendations](#) for the upcoming fall and winter season. Flu season is coming up and everyone 6 months of age and older should get a flu vaccine, especially those members who are at a higher risk for having a serious complication from influenza. For more information about flu vaccines, visit the [CDC website](#).

Staying Up To Date with COVID-19 Vaccines

CDC recommends that members get an updated 2023-2024 COVID-19 vaccine.

- Everyone 5 years of age and older should get **one dose of the updated Pfizer-BioNTech or Moderna COVID-19 vaccine** to protect against serious illness from COVID-19.
- People who are moderately or severely immunocompromised may get additional doses of updated COVID-19 vaccine.
- [Children 6 months to 4 years of age](#) need multiple doses of COVID-19 vaccines to be [up to date](#), including at least one dose of updated COVID-19 vaccine.

COVID-19 vaccine recommendations will be updated as needed.

Asthma Remediation Program

GCHP is contracted with Ventura County Healthcare Agency to support the Asthma Remediation Program. The Asthma Remediation Program is part of the Department of Health Care Services (DHCS) California Advancing and Innovating Medi-Cal (CalAIM) initiative to expand Community Supports (CS) services. This program will provide physical home modifications to ensure the health, welfare, and safety of GCHP members. It will enable members to function in their home and prevent acute asthma episodes that could result in the need for emergency services and hospitalizations. The Asthma Remediation Program will include services such as:

- Allergen-impermeable mattress and pillow dust covers
- High-Efficiency Particulate Air (HEPA) filtered vacuums
- Integrated Pest Management (IPM) services
- De-humidifiers
- Air filters
- Minor mold removal
- Ventilation Improvements
- Asthma-friendly cleaning products and supplies

Members who are eligible are those with poorly controlled asthma defined by:

- Emergency department visits or hospitalization
- Two sick or urgent care visits in the past 12 months
- Score of 19 or lower on the Asthma Control Test

Providers can also document that the services will help members avoid asthma-related hospitalizations, emergency department visits, or other high-cost services. Providers will need to submit an authorization form, which can be found on the [GCHP website](#).

For more information visit the [Ventura County Healthcare Agency](#) or call 1-805-981-6658.

Community Health Workers

DHCS added Community Health Worker (CHW) services as a Medi-Cal benefit starting July 1, 2022. The federal Centers for Medicare and Medicaid Services (CMS) approved [State Plan Amendment \(SPA\) 22-0001](#) to add CHW services as a Medi-Cal benefit.

CHW preventive services may be provided in an individual or group setting and are related to a health promotion, which may include, but are not limited to, health education and health navigation. These services will assist in closing the health gaps and addressing barriers GCHP members may have. CHWs can provide information or instruction on topics including:

- Control and prevention of chronic or infectious disease
- Behavioral health conditions
- Perinatal health
- Sexual and reproductive health
- Environmental health
- Child health and development
- Injury or violence prevention
- Accessing health care
- Connecting to community resources

For more information, contact GCHP's Provider Relations Department at ProviderRelations@goldchp.org or 1-888-301-1228.



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