



Medi-Cal is changing – We can help you keep your coverage

Starting this year, changes to the Medi-Cal program will go into effect. State changes include enrollment freezes, dental coverage changes, and monthly premiums; federal changes include more frequent renewals, cost sharing, and work or community engagement requirements.

Gold Coast Health Plan (GCHP) can help you understand these changes and help you with your renewal so you can stay covered.

Help is available

If you want to know how these changes impact you and your family, you can:

- Find us at Swap Meet Justice at Oxnard College (4000 S. Rose Ave., Oxnard, CA 93033) on the last Sunday of each month from 9 a.m. to 3 p.m.
- Call one of our partners:
 - El Concilio Family Services: **1-805-486-9777**, Monday, 10 a.m. to 5 p.m., and Tuesday through Friday, 9 a.m. to 5 p.m.
 - Mixteco / Indigena Community Organizing Project (MICOP): **1-805-483-1166**, Monday through Friday, 8 a.m. to 4:30 p.m.

For more information, call Member Services at **1-888-301-1228**, 8 a.m. to 8 p.m. seven days a week from Oct. 1 through March 31, and 8 a.m. to 8 p.m. Monday through Friday from April 1 through Sept. 30 (except some holidays). If you use a TTY, call **711**.



Or visit our website at gchp.link/renewal.

Or scan the QR code with your camera and click the link.



We're Moving

Gold Coast Health Plan / Total Care Advantage (HMO D-SNP) will be moving to a new location in Camarillo. Starting on Aug. 31, 2026, you can visit us at our new address: 4880 Santa Rosa Road, Camarillo, CA 93012.

We will continue to offer the same benefits and services you rely on. If you need a ride to our new office, please call our partner, Ventura Transit System (VTS), at **1-855-628-7433** (TTY **711**), Monday through Friday, 7 a.m. to 5 p.m.

GCHP offers doula services

If you are pregnant, Gold Coast Health Plan (GCHP) is here to support you before, during, and up to one year after your pregnancy. Members can get doula services at no cost.

What is a doula? Doulas are trained helpers who provide emotional support, comfort, and information. They help you before birth, during labor, and after your baby is born. Doulas are not doctors or nurses, but they work with your care team. They make sure your needs and wishes are heard.

A doula can also support you if you go through a miscarriage or abortion. You can self-refer to a doula. No authorization is needed. You can meet with a doula in person or online.

Doulas offer these services:

- Teach you about pregnancy and caring for a newborn

- Help you get ready for labor and delivery
- Help you make a birth plan
- Give comfort during labor
- Help you understand and express your choices
- Support you after birth
- Help with feeding your baby, including breastfeeding
- Support your emotional and mental health
- Care coordination and help connecting to services like WIC, mental health services, and substance use support
- Help with transportation to medical appointments, if needed

What is included in the doula benefit:

- One initial visit
- Up to eight visits before or after birth

- Support during labor and delivery
- Support during an abortion or after a miscarriage
- Two longer visits (up to three hours) after birth

How to find a doula:

Visit www.goldcoasthealthplan.org. Go to “Find a doctor.” Choose your plan: Medi-Cal. Under Specialty, select “Doula” and search.

To learn more, call GCHP Member Services at **1-888-301-1228**, 8 a.m. to 8 p.m. seven days a week from Oct. 1 through March 31, and 8 a.m. to 8 p.m. Monday through Friday from April 1 through Sept. 30 (except some holidays). If you use a TTY, call **711**. We can help you find prenatal care, connect you to a doula, and answer questions about your benefits.

Working with partners to support your health

Gold Coast Health Plan (GCHP) works with local partners to help keep you and your family healthy. Each partner offers different services:

- **First 5 Ventura County:** Helps children from birth to age 5 grow and stay healthy. Programs include Neighborhoods for Learning, Help Me Grow, and Home Visiting Connections.
- **Ventura County Public Health (VCPH):** Works to keep the whole community healthy and safe.
- **Ventura County Women, Infant, & Children (WIC):** Supports pregnant women, new moms, and children under 5 with healthy food, breastfeeding support, and nutrition education.
- **Ventura County Behavioral Health (VCBH):** Provides help for mental health and substance use. Call their 24-hour hotline at **1-866-998-2243**, any day.
- **Tri Counties Regional Center (TCRC):** Supports people with developmental disabilities in Ventura, Santa Barbara, and San Luis Obispo counties. The Lanterman Act helps ensure residents get the services they need.

To learn more about how we work with these partners, visit www.goldcoasthealthplan.org and click About Us > Memoranda of Understanding.

Or contact GCHP's Health Education Department at **1-805-437-5961**, Monday through Friday, 8 a.m. to 5 p.m. (except some holidays). If you use a TTY, call **711**.

Member Rewards Program

Gold Coast Health Plan (GCHP) offers member rewards! Members who complete certain health screenings and preventive care exams can earn gift cards.

How to get your reward:

- Complete your qualifying service.
- Fill out the reward form, and ask your provider to sign it as directed.
- Send the form by mail, fax, or email to GCHP. Be sure to include the address where your gift card should be sent.

Some clinics may provide the gift card at the time of your visit. Please check with your clinic.

*Services must be completed between Jan. 1, 2026, and Dec. 31, 2026.
One gift card per member, per program.

Earn rewards for staying healthy:

Program	What you need to do	Reward
Lead Screening	Children ages 0 to 2: Complete a blood lead test on or before their second birthday.	\$25
Child and Adolescent Well-Care Visit	Children ages 3 to 21: Complete a well-care visit with a primary care provider.	\$25
Flu Shot	Children ages 6 months to 2 years: Get a flu shot on or before their second birthday.	\$25
Human Papillomavirus (HPV) Vaccine – Second dose	Youth ages 9 to 13: Complete the second dose of the HPV vaccine series.	\$25
Cervical Cancer Screening	Women ages 21 to 64: Complete a pap test.	\$50
Breast Cancer Screening	Women ages 40 to 74: Complete a mammogram.	\$50

Eligible members will receive a reward form by mail. You can also find the form on our website.

Visit www.goldcoasthealthplan.org and click For Members > Medi-Cal > Medi-Cal Member Rewards Program.



Editor-in-Chief: Ifsha Buttitta
Copy Editor: Jayme Magallanes
Health Education: Lupe González, PhD, MPH

Your Health is published for members of Gold Coast Health Plan and Total Care Advantage (HMO D-SNP), 711 E. Daily Drive, Suite #106, Camarillo, CA 93010-6082. Models may be used in photos and illustrations.

Information in *Your Health* comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your healthcare provider.

Gold Coast Health Plan Total Care Advantage (HMO D-SNP) members: Complete your Health Risk Assessment (HRA)

When you become a member of Gold Coast Health Plan Total Care Advantage (HMO D-SNP), you will receive a welcome packet in the mail. Inside, you will find a blue Health Risk Assessment (HRA) form.

The HRA asks questions about your health and daily tasks. It helps us understand your needs so that your assigned care navigator can connect you with the right care and services.

Please complete the HRA within 90 days of your enrollment start date.

You can complete the HRA in a few ways:

- **Mail the form back to us.**
- **Complete it by phone. You will receive a call from your assigned care navigator. Please answer this call if you can.**
- **Complete it in person with your care navigator.**

Thank you for taking the time to complete your HRA.



**GOLD COAST HEALTH PLAN
TOTAL Care
ADVANTAGE™**

Gold Coast Health Plan Total Care Advantage (HMO D-SNP)
Health Risk Assessment

Please use only blue or black ink to fill out the survey. Do not use pencil or a felt tip pen. Make an "X" mark in the box(es) that best fits your answer. If necessary, you may have someone help you fill out the survey.

Medicare wants us to complete a Health Survey for you when you first join our plan, and again every year you remain with our plan. This form helps us understand your health care needs and get you the services you need.

You can:

1. Fill out this form and mail it to us.
2. Call us at 1-888-301-1228 to complete this form over the phone or to make an appointment to fill it out in person.

If you choose not to complete the Health Survey, your plan benefits will not be affected.

Note: If you would prefer to receive this survey in another language or format, please call 1-888-301-1228, 8 a.m. to 8 p.m. seven days a week from Oct. 1 through March 31, and 8 a.m. to 8 p.m. Monday through Friday from April 1 through Sept. 30 (except holidays).

Member Name: _____ Member ID: _____

Name of the person completing the form (if different from the member): _____

Relationship to the member: _____ Date: _____

1. Would you say your health in general is?

☐ Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor

2. In the last 6 months, when you needed care from a doctor, how often did you get care as soon as you needed?

☐ Never ☐ Sometimes ☐ Usually ☐ Always

3. In the last 12 months, when you needed care from a dentist, how often did you get care as soon as you needed?

☐ Never ☐ Sometimes ☐ Usually ☐ Always

HR020_HRA0200_01_C Health Services Page 1 of 8

Earn gift cards for completing your health screenings!



At Gold Coast Health Plan Total Care Advantage (HMO D-SNP), we want to help you stay healthy. With our Member Rewards Program, you can earn gift cards for completing important health care screenings.

Why It Matters

Completing your health care screenings can help find health problems early. Health issues that are caught early are easier to treat. This can help you live a longer, healthier life.

Earn a \$50 Gift Card

You can earn a \$50 gift card to Target or Walmart by completing any of these in 2026:

- Annual Wellness Visit: Go to your doctor for a checkup.

- Mammogram: For members ages 40 to 74
- HbA1c Blood Test: For members ages 18 to 75 with diabetes

Good to Know

- You can earn one gift card for each activity each year.
- Gift cards are mailed within 6 to 8 weeks.

We're Here to Help

Call Member Services at **1-888-301-1228**, 8 a.m. to 8 p.m. seven days a week from Oct. 1 through March 31, and 8 a.m. to 8 p.m. Monday through Friday from April 1 through Sept. 30 (except some holidays). If you use a TTY, call **711**.

Gold Coast Health Plan Total Care Advantage (HMO D-SNP): A new Medi-Medi plan for Ventura County

Gold Coast Health Plan (GCHP) members who are 21 or older and have both Medicare and full-scope Medi-Cal can enroll in Gold Coast Health Plan Total Care Advantage (HMO D-SNP). This plan, known as a Medi-Medi plan, brings Medicare and Medi-Cal benefits together into one coordinated program.

As a member of Total Care Advantage, you get:

- Your own care navigator who helps you get the care you need.
- Extra benefits every year, including hearing aids and glasses.
- A low-cost drug plan to help you save on prescriptions.
- Mail-order pharmacy service that delivers medicine right to your door.

With one plan and one card, it's easier to get the care you need. And it comes from the health plan that knows you — and your community — the best.

You can join this plan at any time during the year.

If you want to learn more, call our Sales Team at **1-888-808-7879**, 8 a.m. to 8 p.m. seven days a week from Oct. 1 through March 31, and 8 a.m. to 8 p.m. Monday through Friday from April 1 through Sept. 30 (except some holidays). If you use a TTY, call **711**.



Learn how to use your Gold Coast Health Plan Total Care Advantage (HMO D-SNP) benefits

We offer monthly orientation sessions in English and Spanish to help you understand your Total Care Advantage benefits. In these sessions, you will learn:

- What your plan covers.
- How to use your benefits.
- Where to go for care and support.
- How your care navigator can help coordinate your care.

For the date of the next orientation session or to sign up, call Member Services at **1-888-301-1228**, 8 a.m. to 8 p.m. seven days a week from Oct. 1 through March 31, and 8 a.m. to 8 p.m. Monday through Friday from April 1 through Sept. 30 (except some holidays). If you use a TTY, call **711**.

We look forward to seeing you there!

How we make care decisions

At Gold Coast Health Plan (GCHP), we are committed to improving the health of our members by providing high-quality care and services. Our vision is *Compassionate care, accessible to all, for a healthy community.*

When we make decisions about your care, we follow these principles:

- We base decisions on what care is right for you and what your benefit plan covers.
- We do **not** reward providers or staff for denying care or coverage.
- We do **not** use money or rewards to limit the care you need.
- We do **not** use incentives to make it harder for you to get care or services.
- We do **not** hire, promote, or fire staff based on whether they deny benefits.

You can trust that our decisions are based on your health needs.

Get care in your own language

If you need an interpreter for your next appointment, Gold Coast Health Plan (GCHP) is here to help you.

We know the importance of being able to communicate with your doctor, mental health clinician, or other health care staff in your preferred language. As a GCHP member, you have access to qualified interpreters and other language assistance services at no cost.

You don't need to rely on a family member or friend to interpret. Services include:

- **Oral interpreters.** This includes in-person or virtual interpreting.
- **Sign language interpreters** for deaf or hearing-impaired members.
- **Written translation** of health materials.
- **Telephone interpreting**, available 24 hours a day, seven days a week.
- **Alternative formats**, including braille, audio format, large print, and accessible electronic formats, as well as other auxiliary aids and services for people with disabilities.

If you need these services, call GCHP's Cultural and Linguistic Services at **1-805-437-5961**, Monday through Friday, 8 a.m. to 5 p.m. (except some holidays). If you use a TTY, call **711**.



If you have questions about any of the articles in this newsletter, call Member Services at **1-888-301-1228**, 8 a.m. to 8 p.m. seven days a week from Oct. 1 through March 31, and 8 a.m. to 8 p.m. Monday through Friday from April 1 through Sept. 30 (except some holidays). If you use a TTY, call **711**.