



**Gold Coast  
Health Plan**<sup>SM</sup>  
A Public Entity

# Provider Operations Bulletin

OCTOBER 2026

[www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org)

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## SECTION 1:

# Medi-Cal Changes, We Can Help!

Changes are happening within Medi-Cal coverage. Gold Coast Health Plan (GCHP) encourages providers to stay informed to help members stay connected to medical services.

Current updates: As of Jan. 1, 2027, some adults can no longer sign up for full-scope Medi-Cal coverage because of their immigration status.

## Important to know

- If members already have full-scope Medi-Cal, they can keep it, regardless of immigration status.
- Members must renew on time and still meet Medi-Cal rules.
- If a member's Medi-Cal coverage ends, they have three months to sign up again.
- If they miss the three-month period, they must apply again. You will only be able to get restricted-scope Medi-Cal, which covers:
  - » Emergency care
  - » Pregnancy care
  - » Nursing home care

## Who can still get full-scope Medi-Cal, no matter their immigration status

- Children ages 0-18
- Pregnant people (during pregnancy and for one year after)
- People under age 26 who were in foster care on their 18th birthday

## Members Who Need Assistance

Connect members that have questions or need assistance to GCHP. We can help them to understand current Medi-Cal requirements and help with re-enrollment.

Contact Us: **1-805-307-0353**, Monday through Friday, 8 a.m. to 5 p.m.

Email: [MemberRetention@goldchp.org](mailto:MemberRetention@goldchp.org)

GCHP partnered with Swap Meet Justice to help members in-person on the last Sunday of each month. Please inform members of these times and dates.

### MEDI-CAL IS CHANGING: We Can Help You Stay Enrolled

Gold Coast Health Plan (GCHP) can help you understand current and future changes to Medi-Cal requirements. You may face new rules and restrictions, such as:

- An enrollment freeze.
- More frequent eligibility checks.
- Monthly premiums / co-payments.
- Changes to dental coverage.
- Work / community engagement requirements.

#### Do you need help?

Visit us and our partners at **Swap Meet Justice** on the last Sunday of each month. We can explain these changes to you and help you understand:

- How to re-enroll to make sure you don't lose coverage.
- Which requirements you and your family have to meet.
- GCHP benefits and services.

#### Swap Meet Justice

Oxnard College, 4000 S. Rose Ave., Oxnard, CA 93033  
Last Sunday of the month, 9 a.m. to 3 p.m.

- March 29, 2026
- April 26, 2026
- May 31, 2026
- June 28, 2026
- July 26, 2026
- Aug. 30, 2026
- Sept. 27, 2026
- Oct. 25, 2026
- Nov. 22, 2026



**1-888-301-1228 / TTY: 711**

Oct. 1 through March 31: 8 a.m. to 8 p.m. seven days a week  
April 1 through Sept. 30: 8 a.m. to 8 p.m. Monday through Friday (except some holidays)



[www.GoldCoastHealthPlan.org](http://www.GoldCoastHealthPlan.org)

## SECTION 2:

# 2026 Provider Surveys

In our continuous efforts to foster quality healthcare services and meaningful provider engagement, Gold Coast Health Plan (GCHP) is pleased to share the timeline and details for our upcoming provider surveys scheduled for 2026. Your feedback is integral in helping GCHP meet critical regulatory standards and improve our network performance. Please review the following schedule and key information.

## Survey Timeline Overview

| Survey                                          | Timeline          |
|-------------------------------------------------|-------------------|
| Appointment Availability and After-Hours Access | Q3 2026 – Q4 2026 |
| Provider Satisfaction Survey                    | Q3 2026 – Q4 2026 |

### 1. Appointment Availability and After-Hours Survey

- **Timeline:** Survey fielding begins Q3 2026 and ends early Q4 2026
- **Purpose:** To ensure compliance with the state Department of Health Care Services (DHCS) standards, this survey verifies that our network providers are available to see health plan members promptly — within specified days or hours for various appointment types.
- **Additional information:** For an in-depth look at the DHCS standards, please visit our [Access and Availability Standards webpage](#).

### 2. Provider Satisfaction Survey

- **Timeline:** Survey fielding begins Q3 2026 and ends early Q4 2026
- **Purpose:** This survey is designed to capture your experiences and perspectives on key service areas, including:
  - » Finance and payment processes
  - » Utilization and quality management
  - » Call center support
  - » Provider relations and communications
  - » Overall satisfaction

## Key Reminders for Participation

-  **Your Input is vital:** By completing these surveys within the specified periods, you help us identify opportunities for improvement and ensure that we maintain the excellence our members expect.
-  **Timely response:** Please mark your calendars and complete each survey promptly. Your cooperation ensures that every voice is heard, and every insight is valued.

Thank you in advance for your participation and dedication to enhancing our network's service levels. Together, we will continue to drive improvements in both patient care and provider satisfaction.

## SECTION 3:

# Timely Access Standards and Methods to Improve Member Accessibility

The state Department of Health Care Services (DHCS) requires access and availability standards for Medi-Cal providers. Gold Coast Health Plan (GCHP) is proudly charged with maintaining quality care for our members, which includes monitoring access and availability within the network and ensuring that contracted providers comply with access standards.

Please review the table below as a reminder for your practice's scheduling staff and ensure the standards are being incorporated in your clinic workflow. Make note of the in-office wait times for scheduled appointments.

| Type of Care                                  | Wait Time                                                                                                                                      |
|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Emergency Services                            | Immediately.                                                                                                                                   |
| Urgent Care                                   | Within 48 hours for services that do not require prior authorization.<br><br>Within 96 hours for services that do require prior authorization. |
| Non-Urgent Primary Care Appointment           | Within 10 business days of request for appointment.                                                                                            |
| Non-Urgent Behavioral Health Appointment      | Within 10 business days of request for appointment.                                                                                            |
| Non-Urgent Specialty Care Appointment         | Within 15 business days of request for appointment.                                                                                            |
| Phone Wait Time                               | Within three to five minutes, whenever possible.                                                                                               |
| Ancillary Services for Diagnosis or Treatment | Within 15 business days of request for appointment.                                                                                            |
| Initial Health Appointment (IHA)              | Within 120 calendar days from enrollment.                                                                                                      |
| Waiting Time in Office                        | Not to exceed 45 minutes after the time of appointment.                                                                                        |
| Sensitive Services                            | Ensure confidentiality and ready access to sensitive services in a timely manner and without barriers – NO AUTHORIZATION REQUIRED.             |
| Long-Term Care (LTC) Availability             | Within seven business days of request.                                                                                                         |

The following methods can help to improve member access and availability:

- Appointment availability with other contracted, in-area providers within the same office or in a different location.
- Appointment availability with other contracted, in-area, mid-level practitioners, such as a physician assistant or nurse practitioner, within the same office or different location.
- Weekend appointment availability.
- Telehealth appointment availability.
- Cancelled appointment availability.

Email GCHP's Provider Relations Team with any questions or concerns you may have at [ProviderRelations@goldchp.org](mailto:ProviderRelations@goldchp.org).

**SECTION 4:**

# Arine Medication Management Program

In June 2026, Gold Coast Health Plan (GCHP) launched a Medication Management Program in partnership with Arine to provide eligible members with diabetes access to pharmacist-led Comprehensive Medication Reviews (CMRs). The six-month pilot program is designed to improve medication use and reduce A1C levels.

Following a CMR, providers may receive a faxed clinical summary with medication-related recommendations and a response form. Recommendations may address therapy gaps, drug interactions, medication adherence concerns, or opportunities to improve diabetes management. Providers retain full clinical authority, and no recommendations will be implemented without provider approval.

Please review and respond to Arine communications promptly, particularly those identifying high-priority medication-related concerns. Timely responses help support coordinated care and improved member outcomes. To verify a fax or discuss a recommendation, contact Arine at 1-833-534-9664. Fax responses to 1-833-263-1963.

## SECTION 5:

# Potential Quality Issues: What They Are and How They Are Addressed

A potential quality issue (PQI) is a suspected deviation from provider performance, clinical care, or outcome of care which requires further investigation to determine if an actual quality of care concern or opportunity for improvement exists. Gold Coast Health Plan (GCHP) identifies PQIs through the systematic review of a variety of data sources, including but not limited to:

- Complaints, grievances, and appeals
- Utilization review
- Claims and encounter data
- Care coordination
- Medical record audits
- Facility site reviews
- Referrals from other health plan staff, providers, and members of the community

Some examples of PQI cases may include:

- A delay in obtaining a referral
- Long wait time in the office at the time of an appointment
- Rudeness from providers or staff members
- Possible inadequate assessment of an adult or child
- Complication in the delivery of a child
- Unexpected death of an adult or child

PQI investigations help GCHP identify opportunities to improve patient safety and quality of care.

A GCHP PQI RN Specialist reviews and investigates each submitted PQI. During the review, GCHP can request medical records, a provider response, policies, training records, proof of corrective actions, or other follow-up documents.

The assigned PQI RN Specialist will provide guidance throughout the process.

After the investigation is complete, each case is assigned to a physician reviewer. More complex cases can also be reviewed by the Peer Review Committee (PRC), which includes actively practicing network providers from multiple specialties.

Providers can find the PQI referral form directly here and/or review GCHP's PQI webpage [here](#).

## SECTION 6:

# Childhood Lead Poisoning Prevention Week

Childhood Lead Poisoning Prevention Week takes place October 25-31, 2026. The campaign message is: “No amount of lead is safe for your child. Ask their healthcare provider for a blood lead test.”

Lead poisoning can permanently impair a child’s intellectual and social development. Many children who are at risk have not been tested for lead. Lead can be found in paint, dust, and soil in homes built before 1978 and in areas with busy roadways or industrial sites. Additionally, common household items such as imported food and spices, consumer products such as toys, jewelry and traditional remedies can contain lead and threaten the health of children. There is no known safe blood lead level.

Providers can raise awareness about childhood lead poisoning. Lead resources are available to assist in answering questions from parents and caregivers about childhood lead. You can find additional resources at:

<https://www.goldcoasthealthplan.org/for-providers/provider-resources/pediatric-lead-screening/>

Please contact [ClinicalQI@goldchp.org](mailto:ClinicalQI@goldchp.org) with any questions.

## SECTION 7:

# Changes to the Maternity Care Services CPT® Codes Effective Jan. 1, 2027

Effective Jan. 1, 2027 the American Medical Association (AMA) is revising a set of Maternity Care Services CPT® codes to reflect more granular reporting across the stages of maternal care including removal of global billing for prenatal and postpartum care. New codes will indicate antepartum care, labor management, delivery services, and postpartum care.

Gold Coast Health Plan (GCHP) will update the new codes sets and communicate these changes once they are published by the National Committee for Quality Assurance (NCQA).

For more information on the changes to the 2027 Maternity Care Services CPT® Codes, please click the links below.

- [The state Department of Health Care Services \(DHCS\) Medi-Cal Providers](#)
- [AMA CPT® 2027 Maternity Care Services Code Changes](#)

## SECTION 8:

# NEW! Provider Immunization Resource Guide

In the last three months, the Central Coast reported measles cases for the first time in almost a decade. While scientifically sound recommendations have not changed, U.S. federal leadership implemented executive orders that conflict with the childhood vaccine schedule. The change, including a recommendation to separate the measles, mumps, and rubella (MMR) vaccine into three doses, has resulted in hesitation from parents/guardians vaccinating their children, and ultimately, increasing the prevalence of vaccine-preventable diseases nationwide.

Despite the growing mistrust of vaccines coming from influences outside of the doctor's office, providers remain the most trusted messenger for health and vaccine information<sup>1</sup>.

You are the best source of information to ensure your patients receive the vaccines they need.

To support your efforts in vaccinating your patients, we have developed a [Provider Immunization Resource Guide](#). This guide includes evidence-based strategies from leading experts such as the American Academy of Pediatrics, Johns Hopkins University of Public Health, the California Department of Public Health, and Immunize.org. The resources included focus on best practices for vaccine recommendations and tools to address common concerns about vaccines.

Please use this guide to address patient vaccination challenges.

If you would like assistance, training, or printed copies of the Provider Immunization Resource Guide, contact [QualityImprovement@goldchp.org](mailto:QualityImprovement@goldchp.org)

<sup>1</sup><https://pmc.ncbi.nlm.nih.gov/articles/PMC12375110/>

## SECTION 9:

# Fee-for-Service (FFS) Medi-Cal Language Assistance Services

Fee-for-Service (FFS) Medi-Cal providers must provide free language assistance services to patients with limited English proficiency (LEP) or disabilities. Under state [Department of Health Care Services \(DHCS\) guidelines](#), both FFS and managed care providers are required to ensure effective communication. Medi-Cal members must never be billed or asked to pay for medical interpretation services.

If your patient is under FFS Medi-Cal and requires language assistance, please contact the state Medi-Cal help line at 1-800-541-5555 (TTY: 711, CA State Relay).

If your patient is under Gold Coast Health Plan (GCHP), please contact GCHP's Cultural and Linguistic Services Department at **1-805-437-5961**, Monday through Friday from 8 a.m. to 5 p.m., (except some holidays). You can also email [CulturalLinguistics@goldcho.org](mailto:CulturalLinguistics@goldcho.org). Providers may download the GCHP Language Assistance and Auxiliary Services Request Form. Click here for [English](#) or [Spanish](#) or visit GCHP website, [Provider Resources](#) page.

## Diversity, Equity, and Inclusion Training Program Update

At Gold Coast Health Plan (GCHP), we are deeply committed to providing equitable, high-quality care to our diverse membership. With this shared goal in mind, we are pleased to announce the launch of our new culturally responsive health equity training: [Diversity Equity and Inclusion \(DEI\) in Action: Serving Our Gold Coast Health Plan Members Training 2026](#).

Our program is thoughtfully designed to provide you with actionable insights and practical tools to help address health disparities, enhance provider-patient communication, and foster truly inclusive healthcare environments.

## What to expect next

- For more information and to access the DEI in Action Training, visit the GCHP [website](#).
- Confirming your training:** Upon completion of the training, fill out and submit the [GCHP attestation form](#), which can be found on the GCHP website. If you have already taken a similar DEI training course through another organization, you will be able to simply note that on the form.
- Support & Resources:** For any questions or to explore additional resources, please visit the [Providers page](#) on the GCHP website.

**Gold Coast Health Plan**  
A Public Entity

Integrity • Accountability • Collaboration • Trust • Respect

**GCHP OFFICE USE ONLY**  
Date Received: \_\_\_\_\_  
Date Completed: \_\_\_\_\_  
Tracking No.: \_\_\_\_\_

**CULTURAL AND LINGUISTIC SERVICES**  
Language Assistance and Auxiliary Services Request Form  
REQUESTS FOR SERVICES REQUIRE 5-7 BUSINESS DAYS ADVANCE NOTICE.

Is this an urgent request? ☐ Yes ☐ No

Please select all that apply:

☐ Oral Interpreter (In-Person) Request ☐ Sign Language Interpreter Request ☐ Virtual (Telehealth) Interpreter Request  
☐ Telephone Interpreter Request ☐ Translation (Written) Request  
☐ Other (Alternative Format, etc.): \_\_\_\_\_  
☐ Check here if translation is related to Dual Eligible Special Needs Plan (D-SNP).

**REQUESTER INFORMATION**

Date Requested: \_\_\_\_\_ Appointment Start Time (if applicable): ☐ AM ☐ PM Appointment End Time (if applicable): ☐ AM ☐ PM  
 Name of Requester: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
 Provider Name: \_\_\_\_\_  
 Clinic Name: \_\_\_\_\_ Fax Number: \_\_\_\_\_  
 Dual Interpreter confirmation will be entered - Please PRINT (CLEARLY)

**MEMBER INFORMATION**

Member Name: \_\_\_\_\_ Gender: ☐ Male ☐ Female ☐ Non-Binary  
 Med. Cal. ID Number (REQUIRED): \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
 Primary Care Provider: \_\_\_\_\_  
 Type of Appointment: \_\_\_\_\_

48800 Santa Rosa Road, Concord, CA 94012 | 1-888-301-1228 | [www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org) Rev. 06/2024

## SECTION 10:

# Gold Coast Health Plan (GCHP) Pharmacy Services & Medi-Cal Rx Updates

## Gold Coast Health Plan (GCHP) website and Pharmacy Newsletter

GCHP provides Medi-Cal Rx updates in the Provider Pharmacy Services section of our website. GCHP Pharmacy Services also publishes a quarterly newsletter that includes important Medi-Cal Rx updates and useful articles and tips! Click [here](#) to view the most recent edition of our newsletter.

## Gold Coast Health Plan Total Care Advantage (HMO D-SNP) Part B Drugs – Medical Benefit (managed by GCHP)

Medicare Part B covers physician-administered drugs (PADs) and biologics that are typically provided in a clinical setting (in-office, outpatient infusion centers). This includes chemotherapy infusions, IV infusions, and most injectable medications that are NOT self-administered.

## Medicare Part B Physician Administered Drugs (PADs)

Part B medications are covered under the medical benefit and certain Part B drugs require prior authorization to determine medical necessity. For more information on Part B Drugs that require prior authorization, applicable clinical guidelines, and instructions for submitting a prior authorization request, please visit [GCHP Medicare Part B Drugs](#).

\*NOTE: Prior authorization requests are subject to CMS-mandated turn-around-times (TATs). Standard requests will be reviewed within 72 hours from receipt of request; expedited request will be reviewed within 24 hours from receipt of request. Expedited review is appropriate only when applying the standard timeframe could seriously jeopardize the member's life, health or ability to regain maximum function. A delay in provider submission of an authorization request does not constitute grounds for expedited review.

## Medicare Part B vs D Vaccines and Immunizations

| Part B                                                  | Part D – most commercially available vaccines including below: |
|---------------------------------------------------------|----------------------------------------------------------------|
| Influenza – both seasonal & H1N1 (swine)                | Shingles                                                       |
| Pneumococcal                                            | RSV                                                            |
| Hepatitis B for high to intermediate risk               | Tdap                                                           |
| COVID-19                                                | Hepatitis A                                                    |
| Vaccines after exposure to a dangerous virus or disease | Meningococcal                                                  |

Part B vaccines may be administered and billed by either a provider's office/clinic or a contracted pharmacy. Part D vaccines, however, must be obtained from and billed through a contracted pharmacy. Most vaccines do not require prior authorization and are available with no copay.

## Total Care Advantage: Common adult vaccines that can be obtained at contracted pharmacy

| Available without Prior Authorization |            | Prior Authorization Required |
|---------------------------------------|------------|------------------------------|
| Abrysvo                               | Ervebo     | Heplisav-B                   |
| Arexvy                                | Vaqta      | Engerix-B                    |
| Capvaxive                             | Havrix     | Recombivax HB                |
| Comirnaty                             | Gardasil 9 | RabAvert                     |
| Flucelvax                             | Ixiaro     | Imovax Rabies                |
| Fluzone                               | M-M-R II   | Jynneos                      |
| Fluzone High-Dose                     | Priorix    |                              |
| mNexspike                             | ProQuad    |                              |
| COVID-19                              | Ipol       |                              |
| Pprevnar 20                           | RotaTeq    |                              |
| Shingrix                              | Rotarix    |                              |
| Twinrix                               | MResvia    |                              |
| Vimkunya                              | Ticovac    |                              |
| Dengvaxia                             | YF-VAX     |                              |

To find a Total Care Advantage contracted pharmacy, go to [Find A Pharmacy](#)

## Medi-Cal Rx Changes to the Contract Drugs List (CDL) & Covered Products Lists

Please check the CDL for the most recent changes to the medications and other covered products lists. These updates typically occur at the beginning of every month. You may also view the Medi-Cal Rx [Drug Lookup Tool](#).

For more information regarding the Medi-Cal Rx, please click on the [Medi-Cal Rx Education & Outreach page](#) and look for any new updates under [Medi-Cal Rx's Bulletins & News](#) to be sure that you are up to date on the changes.

DHCS has a website for [Medi-Cal Rx](#) that contains the most accurate, up-to-date information.

To locate a Medi-Cal Rx contracted pharmacy, please [click here](#).

Medi-Cal Rx allows a maximum day supply of up to 100 days for most covered maintenance medications. For certain medications, initial fills may be limited to a 30-day supply to assess patient tolerance before a 100-day supply is authorized. Providers are encouraged to review the [CDL](#) for the most current quantity limits and coverage requirements.

## Medi-Cal - Medical Benefit Drugs or Physician Administered Drugs

Gold Coast Health Plan (GCHP) maintains risk for Physician Administered Drugs (PADs), and with few exceptions, these medications are not billable under the California Medi-Cal pharmacy benefit program (Medi-Cal Rx). Certain PADs require prior authorization (PA) to ensure medical necessity prior to receiving the drug therapy. For more information on PADs that require prior authorization, applicable clinical guidelines, and instructions for submitting a prior authorization request, please visit [GCHP Pharmacy Services for Provider - Medi-Cal PAD](#).

### Rybelsus Replaced by Ozempic Pill

Rybelsus tablets have been discontinued and replaced with a reformulated product, Ozempic tablets. Although Ozempic tablets continue to contain semaglutide, the new formulation provides improved absorption, allowing for lower semaglutide doses. In addition, Ozempic tablets are smaller in size than Rybelsus tablets. Ozempic 1.5 mg, 4 mg, and 9 mg tablets correspond to Rybelsus 3 mg, 7 mg, and 14 mg tablets, respectively, and provide the same efficacy and safety profile as the corresponding Rybelsus strengths.

Please note that Rybelsus and Ozempic tablets are not interchangeable. Patients currently prescribed Rybelsus will require a new prescription for the corresponding Ozempic tablet.

| Rybelsus Dosage | Ozempic Tablet Equivalent Dosage | Medi-Cal Rx Coverage                               | Total Care Advantage Coverage |
|-----------------|----------------------------------|----------------------------------------------------|-------------------------------|
| 3 mg tablet     | 1.5 mg tablet                    | Covered with type 2 diabetes ICD 10 diagnosis code | Prior Authorization required  |
| 7 mg tablet     | 4 mg tablet                      |                                                    |                               |
| 14 mg tablet    | 9 mg tablet                      |                                                    |                               |

### FDA Drug Recall and Voluntary Withdrawal Information posted on GCHP website

FDA Class I and Class II drug recalls and voluntary withdrawals that may impact GCHP members have been posted on the [GCHP Pharmacy Services for Provider website](#). To help ensure awareness of the most current recall and withdrawal notifications, providers should check this webpage regularly and take any appropriate action regarding affected medications. GCHP will directly notify members who may be impacted by these recalls or withdrawals.

For additional information on recalls and voluntary withdrawals, please visit the [FDA Enforcement Report](#).

## SECTION 11:

# Strengthening Child and Caregiver Well-Being Through Dyadic Care

Gold Coast Health Plan (GCHP) is expanding implementation of dyadic services to support the emotional, behavioral, and developmental well-being of children by strengthening the caregiver-child relationship. Dyadic care recognizes that a child's health and behavioral health outcomes are deeply connected to their relationship with their primary caregiver and family support system.

Dyadic services are provided within the pediatric primary care setting, whenever possible, and focus on assessment, intervention, coaching, as well as skill-building activities that involve both the child and caregiver. These services are designed to improve attachment, promote healthy development, increase caregiver capacity, and support long-term family stability for recipients ages 0 to 20 years and their caregivers.

## Dyadic Service Codes and Overview

| Service Code | Service Name                                         | Description                                                                                                                                                                                                                                                                        |
|--------------|------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| H1011        | Family Assessment                                    | Assessment of family strengths, needs, risks, supports, and caregiver-child functioning. This service may be used when the primary focus is the caregiver-child relationship and overall family system.                                                                            |
| T1027        | Family Training and Counseling for Child Development | Training, coaching, and counseling provided to caregivers to improve a child's developmental, behavioral, and emotional outcomes. Services are often delivered with caregivers and the child together, and may include live coaching, modeling, and behavioral support strategies. |
| H2027        | Psychosocial Rehabilitation Services                 | Skill-building and support services designed to improve functioning, co-regulation, healthy routines, and caregiver-child interactions.                                                                                                                                            |
| H2015        | Comprehensive Community Support Services (CCSS)      | Community-based support services that may include coordination, resource linkage, skill-building, and interventions aimed at promoting child stability within the family environment.                                                                                              |

## Billing and Reimbursement

Dyadic services under Medi-Cal are reimbursed when billed with modifier U1 under the child's Medi-Cal beneficiary identification number, in accordance with applicable program requirements.

Current fee-for-service reimbursement rates include:

| Service Code | Service Name                              | Rate                                                           |
|--------------|-------------------------------------------|----------------------------------------------------------------|
| H1011        | Dyadic Behavioral Health Well-Child Visit | \$92.46-\$116.39 per visit (depending on provider designation) |
| T1027        | Dyadic Family Training and Counseling     | \$20.11 per 15-minute unit                                     |

| Service Code | Service Name                           | Rate                       |
|--------------|----------------------------------------|----------------------------|
| H2015        | Dyadic Comprehensive Community Support | \$20.11 per 15-minute unit |
| H2027        | Dyadic Psychoeducational Services      | \$20.11 per 15-minute unit |

Providers are responsible for ensuring all services meet Medi-Cal documentation, medical necessity, and billing requirements.

Providers interested in providing dyadic care services should complete the GCHP Dyadic Services Provider Inquiry Form and return the completed form to GCHP at [bhi@goldchp.org](mailto:bhi@goldchp.org). If you have questions or need additional information, you may also contact GCHP via [bhi@goldchp.org](mailto:bhi@goldchp.org).

[GCHP Provider Inquiry Form\\_Dyadic Services.pdf](#)

**PROVIDER INQUIRY FOR DYADIC SERVICES**

1. Provider/agency name: \_\_\_\_\_

2. Provider/agency phone number: \_\_\_\_\_

3. Provider/agency email: \_\_\_\_\_

4. Are you currently contracted with Gold Coast Health Plan? ☐ Yes ☐ No

5. Provider line of business: \_\_\_\_\_  
(Providers interested in providing dyadic services must be enrolled as Medi-Cal providers)

6. Provider expertise:  
(Examples: licensed psychologists, psychiatric nurse practitioners, psychiatrists, licensed clinical social workers (LCSWs), etc. Please refer to APC 22-029 and 22-030. Psychiatric and Psychological Services section of the Medi-Cal Provider Manual for a list of providers who may provide dyadic services.)

7. Area of expertise: \_\_\_\_\_

8. Which dyadic services are you interested in offering?

- ☐ Dyadic behavioral health (DBH) well-child visits
- ☐ Dyadic comprehensive Community Support services
- ☐ Dyadic psychoeducational services
- ☐ Dyadic family training and counseling for child development
- ☐ Dyadic parent or caregiver services
- ☐ Other \_\_\_\_\_

9. Limitations/out of scope: \_\_\_\_\_

10. What motivated your organization to explore dyadic services implementation?

- ☐ Member need
- ☐ Expand behavioral health services
- ☐ Interest in Medi-Cal benefits

11. What support would be most valuable from Gold Coast Health Plan? (Check all that apply.)

- ☐ Contracting support
- ☐ Billing and reimbursement guidance
- ☐ Provider education
- ☐ HealthySteps model training
- ☐ Clinical workflow implementation
- ☐ Technical assistance
- ☐ Other \_\_\_\_\_

12. What timeframe best fits your organization's interest in implementing dyadic services?

- ☐ 0-6 months
- ☐ 6-12 months
- ☐ 12-18 months
- ☐ Ongoing
- ☐ Exploring opportunities

13. Additional comments

4080 Santa Rosa Road, Corvallis, CA 97331 | 1-888-301-1228 | [www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org)

## Additional Information:

<https://www.dhcs.ca.gov/wp-content/uploads/2025/10/APL22-029.pdf>

[HealthySteps FAQ - HealthySteps](#)

[ZERO TO THREE HealthySteps - Early Childhood Development Experts in Pediatrics - HealthySteps](#)

<https://vimeo.com/1134308832/6add0c70ec?fl=pl&fe=vl>

## SECTION 12:

# Health Education

## Help Your Patients Prevent Diabetes

Providers play a critical role in connecting patients with resources that support healthier lives. Refer eligible Gold Coast Health Plan (GCHP) or Gold Coast Health Plan Total Care Advantage (HMO D-SNP) members to the Diabetes Prevention Program (DPP) or Medicare Diabetes Prevention Program (MDPP). These programs provide education, coaching, and practical tools to help participants reduce their risk of developing type II diabetes and make healthy lifestyle changes.

We have new DPP and MDPP flyers that will make it easy for you to share the program to GCHP members:

- Diabetes Prevention Program (DPP) (English and Spanish)
- Medicare Diabetes Prevention Program (DPP) (English and Spanish)

Your recommendation of DPP and MDPP can make a lifelong difference to GCHP members!

## Breast Cancer Awareness Month

October, Breast Cancer Awareness Month, serves as an opportunity to remind your eligible patients to get their routine breast cancer screening and emphasize the importance of early detection.

A recommendation from you can make a difference. As a provider you can identify patients that are due or overdue for their breast cancer screening. Talk to your patients about the importance of staying up to date with their breast cancer screening and encourage them to schedule their appointment today!

For additional support, connect members to GCHP's Health Education department at 1-805-437-5961, Monday through Friday, 8 a.m. to 5 p.m. (except some holidays).

GCHP offers the following health education resources:

- [Get your mammogram brochure](#)
- [Women's health flyer](#)
- [Women's health FAQs](#)
- [Mammogram imaging centers](#)
- [Member Rewards Program form](#)



**Gold Coast Health Plan** Women's Health

Women's health involves all things that help you live a healthy life at all ages. This includes:

- Routine health exams, including physical and mental health
- Diet and exercise
- Managing chronic conditions
- Preventive and reproductive care
- Medication management
- Menopause services
- Planning for your future
- Family planning
- Managing your weight
- Other exams as needed

**What women's health screenings should I get?**

Screenings help keep you healthy. The following are well-known examples:

| Screening                                                             | Age Group                 | How often to get screened                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| • Sexually Transmitted Infections (STI) test, Chlamydia and Gonorrhea | 14 years of age and older | Annually if sexually active, consistent screening if at increased risk of infection.                                                                                                                                                                              |
| • Cervical Cancer Screenings (Pap test)                               | 21-64 years of age        | • Ages 21-64: A Pap test every three years.<br>• Ages 65-69: Normal Pap test every five years.<br>• After the age of 65, call your doctor to see what is right for you.<br>• If you have had a total hysterectomy, you will no longer need a Pap test.            |
| • Breast Cancer Screening (Mammogram)                                 | 40-74 years of age        | • Starting at 40 years of age, and every two years, or start earlier based on risk.<br>• After the age of 74, call your doctor to see what is right for you.<br>• Call your doctor right away if you find a lump or experience any other changes in your breasts. |

\* U.S. Preventive Services Task Force

To download and print the member reward form, visit: [www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org)

Click "For Patients," then "Member Rewards Program."

For more information on women's health, see the following resources:

- GCHP Women's Health frequently asked questions (FAQs)
- GCHP Health Education webpage
- A list of services covered by GCHP is available in your Member Handbook.

For more information, call GCHP Member Services at 1-888-301-1228 Monday through Friday, 8 a.m. to 5 p.m. (except holidays). Call the Health Education Department for Spanish language assistance at 1-805-437-5961 Monday through Friday, 8 a.m. to 5 p.m. If you use TTY, call 711.

For information about language assistance and GCHP nondiscrimination notice, visit: [www.goldcoasthealthplan.org/health-education](http://www.goldcoasthealthplan.org/health-education)

Rev 03/2021

**Gold Coast Health Plan** Women's Health

**Frequently Asked Questions (FAQ)**

**Q: What can I talk to my doctor about during my women's health visit?**

**A:** You can talk about:

- Which exams you should have.
- When you can have your screenings.
- How often to get checked.
- How to get health education resources.
- Any other physical or mental health questions you may have.

**Q: Can I be seen by a female health professional?**

**A:** Yes, if you would like to be assigned to a Primary Care Provider (PCP), Obstetrics/Gynecologist (OB/GYN), or a female health care provider, talk to the office staff about your choice.

**Q: Do I have to pay for health screenings?**

**A:** No, if you are a Gold Coast Health Plan member, these services are available at no cost to you.

**Q: How can I find out more about family planning?**

**A:** Your doctor can answer questions and help you talk with your partner about these issues.

**Q: What are the types of birth control?**

**A:** There are many choices and things to keep in mind. To get started, learn about birth control methods that you or your partner can use to prevent pregnancy. You can also talk with your doctor about these choices:

| Types of Birth Control                   | Example                                                                      |
|------------------------------------------|------------------------------------------------------------------------------|
| Abstinence                               | Not having sex                                                               |
| Barrier Methods                          | Condoms or Diaphragms                                                        |
| Internal Methods                         | Oral contraceptives: "the pill," vaginal ring, the patch, or shot            |
| Implantation devices                     | Plastic devices put in, or hormonal implants and intrauterine devices (IUDs) |
| Permanent methods of birth control       | sterilization                                                                |
| Emergency contraception or birth control | "Morning after pill"                                                         |

**Q: How effective is birth control?**

**A:** Birth control methods are not 100% effective. But your chances of getting pregnant are lower if the method you choose is always used the right way. Talk to your doctor about exactly how to use the method you choose.

Rev 1/2020

**Gold Coast Health Plan** Imaging Centers for Mammograms

Mammogram services are a benefit for Gold Coast Health Plan (GCHP) members. To schedule a mammogram, talk to your doctor to order the screening. Members will not need to get a pre-authorization from GCHP for the mammogram.

**Centros de imágenes para mamografías**

Los servicios de mamografía son un beneficio para los miembros de Gold Coast Health Plan (GCHP). Para programar una mamografía, hable con su médico para que le ordene una mamografía. Los miembros no necesitan autorización de GCHP para la mamografía.

**Canaville**

**Radiology Outpatient - Canaville**  
3801 Las Flores Road, Suite 111  
Canaville, CA 95521  
Phone: (916) 585-9857  
Monday - Friday: 8 a.m. - 5 p.m.  
Make an appointment online: [hga.org/online](http://hga.org/online)

**Los Angeles Imaging Center**  
665 Patton Drive, Suite 100  
Mojo Park, CA 92021  
Phone: (619) 445-6252  
Monday - Friday: 8 a.m. - 5 p.m.  
Saturday: 9 a.m. - 1 p.m.

**Ojai**

**OptiVista Community Hospital**  
1500 McInnis Highway  
Ojai, CA 93023  
Phone: (805) 488-2200  
Monday - Friday: 8 a.m. - 5 p.m.

**Orland**

**Radiology Outpatient - Orland Women's Center**  
1901 N. New Avenue, Suite 105  
Orland, CA 95963  
Phone: (916) 864-3270  
Monday - Friday: 8 a.m. - 5 p.m.  
Make an appointment online: [hga.org/online](http://hga.org/online)

**Palmdale Imaging Medical Group**  
1901 Oak Center Drive, Suite 120  
Palmdale, CA 93550  
Phone: (805) 404-4000  
Monday - Friday: 8 a.m. - 5 p.m.  
Saturday: 9 a.m. - 1 p.m.

**Santa Paula**

**Santa Paula Hospital**  
825 N. 1st Street  
Santa Paula, CA 91354  
Phone: (805) 432-4888  
Monday - Friday: 8 a.m. - 5 p.m.

Rev 03/2021

**Get a Free Gift Card!**

**Last Screening**

Members 0-2 years of age who complete their annual well-care visit. \$25 Gift Card

**Maternal Postpartum Visit (PPV)**

Members 0-13 years of age who complete their PPV within 12 weeks of delivery. \$25 Gift Card

**Annual Cancer Screening**

Members 40-74 years of age who complete their breast cancer screening. \$25 Gift Card

**Annual Pap Test**

Members 21-64 years of age who complete their Pap test. \$25 Gift Card

**Annual Cervical Screening**

Members 21-64 years of age who complete their cervical cancer screening. \$25 Gift Card

**Annual Mammogram**

Members 40-74 years of age who complete their mammogram. \$25 Gift Card

**Annual Well-Care Visit**

Members 0-2 years of age who complete their annual well-care visit. \$25 Gift Card

**How to earn your gift card:**

- Be a GCHP member with no lapse from date of birth.
- Complete your health screening exam or service between Jan. 1, 2023 and Dec. 31, 2023.
- Have your completed screening and return the filled out form to GCHP.
- Send the form to GCHP by Jan. 31, 2024.
- Mail: Gold Coast Health Plan, Attn: Health Improvement, P.O. Box 9113, Orem, UT 84057-9113.
- Fax: Attn: Health Improvement, 1-805-437-5961.
- Ask your doctor or your staff to fax this form for you.
- Email: [healthimprovement@gchp.org](mailto:healthimprovement@gchp.org)
- Text: 1-805-437-5961
- Mail: 1-805-437-5961

**Fill out new forms per member:**

Member Name: \_\_\_\_\_

Member ID Number: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Provider Signature: \_\_\_\_\_

Date of Screening: \_\_\_\_\_

Printed gift card code (please email): \_\_\_\_\_

**Gold Coast Health Plan**

If you have any questions, call GCHP at 1-888-301-1228 Monday through Friday, 8 a.m. to 5 p.m. (except holidays). If you use a TTY, call 711.

[www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org)

## Great American Smokeout

Prepare for the Great American Smokeout that takes place on Nov. 19, 2026. Take these three simple steps to ASK, ADVISE, and ACT with your patients who use tobacco and start the conversation about their quit plan.

Refer patients to Kick It California's hotline that is available to help individuals quit smoking or vaping. Members can call 1-800-300-8086 (for Spanish 1-800-600-8191) or go online at [kickitca.org](http://kickitca.org). They are available Monday through Friday from 7 a.m. to 9 p.m. and Saturday from 9 a.m. to 5 p.m. For TTY, members can dial 711.

### Download these flyers to help members with their quit journey:

- Free Help to Quit Smoking or Vaping ([English](#) and [Spanish](#))
- No Cost Medicines to Help You Quit Tobacco ([English](#) and [Spanish](#))
- Kick it CA: Self-Guided Quit Kit ([English](#) and [Spanish](#))
- Kick it CA: Quit Vaping ([English](#) and [Spanish](#))



## Need Health Education Materials?

GCHP's Health Education Department offers resources on diabetes, hypertension, asthma, cholesterol, and more. Contact our Health Education Department to get materials at [HealthEducation@goldchp.org](mailto:HealthEducation@goldchp.org).

## SECTION 13:

# Medical Policy/Clinical Practice Guidelines

GCHP Medical Policy/Clinical Practice Guidelines are designed to aid physicians and practitioners in diagnostic and treatment decisions for specific health conditions. These guidelines are based on peer reviewed scientific evidence, medical literature review, and/or established expertise and authority. All recommendations are grounded in nationally recognized and accepted public health and professional society guidelines.

Clinicians should apply GCHP's Medical Policy/Clinical Practice Guidelines based on clinical judgement and expertise. When individual circumstances indicate that the guideline(s) is not appropriate for the individual patient and/or circumstances indicate that the guideline(s) is inappropriate, the clinical team (e.g., primary care physician, medical director, medical policy, specialists and other clinical resources) should consider alternatives and make decisions on a case-by-case basis. Guideline questions and/or recommended alternatives can be sent to: [gchpmedicalpolicy@goldchp.org](mailto:gchpmedicalpolicy@goldchp.org)

To review GCHP Medical Policy and Clinical Practice Guidelines, including authorization requirements indications and restrictions, visit the [Provider Resources - Medical Policy/Clinical Practice Guidelines](#) page, on the GCHP website.



**Gold Coast  
Health Plan**<sup>SM</sup>  
A Public Entity

## **Provider Operations Bulletin**

OCTOBER 2026

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

Gold Coast Health Plan  
4880 Santa Rosa Road, Camarillo, CA 93012  
[www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org)