

# Memorandum

To: Gold Coast Health Plan Providers

From: Vicki Wrihster, Senior Director of Provider Network Operations

Re: **GCHP New Systems Provider Resources**

Date: July 1, 2024

Gold Coast Health Plan's (GCHP) new NTT Provider Portal is now live! We have designed this portal to improve your experience and satisfaction with member eligibility verifications, electronic claims processing and payments, and authorization requests and tracking.

To help you navigate the new portal, we created several resources with helpful information you and your team can refer to. These can be viewed on the [Systems and Services Changes page](#) of the GCHP website and below.

## **Provider Portal Access**

The new NTT Provider Portal may be accessed via the [Provider Portal page](#) on the GCHP website. If you don't have credentials to access the portal and you have multiple locations, please fill out the [Provider Portal Registration List](#) and email it to [ProviderPortal@goldchp.org](mailto:ProviderPortal@goldchp.org).

## **NTT Provider Portal User Guide**

To help providers and staff navigate the new portal, GCHP and its partner, NTT, created a Provider Portal User Guide. This comprehensive guide gives step by step instructions on how to use all aspects of the portal. This user guide can be viewed and downloaded on the [GCHP website](#).

## **Provider Portal Authorizations Guide**

We also put together a guide to help you with authorization submissions and tracking:

- [Recording](#)
- [Presentation](#)

## **iTransact Portal and Meditrac: View Only Capabilities**

To help providers access information prior to the July 1, 2024, transition, 'view only' access to the iTransact Portal and Meditrac will be available for one year. Providers will be able to check the status of claims, eligibility, and authorizations.

## **Provider Training Resources**

If you were not able to attend the trainings we held last month, or if you want to revisit the information we shared, you can access the recording and presentation materials via the links below:

- [Recording](#)
- [Presentation](#)

### **Provider Office Hours**

Our team will continue to hold office hours via Microsoft Teams to answer any questions you or your staff may have. These are being held daily from 10-11 a.m. through Friday, July 5 (excluding the July 4 holiday). We invite you to join any of the office hours sessions to ask any questions related to the portal transition using the information below:

**Microsoft Teams** [Need help?](#)

[Join the meeting now](#)

Meeting ID: 233 213 311 731

Passcode: mKyXwk

**Dial in by phone:**

[+1 805-324-7279](tel:+18053247279)..891844831# United States, Santa Barbara

[Find a local number](#)

Phone conference ID: 891 844 831#

### **Customer Service**

For more information or for any questions, please email [ProviderPortal@goldchp.org](mailto:ProviderPortal@goldchp.org) or call Customer Service at **1-888-301-1228**.