



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

Gold Coast Health Plan Provider Training

June 2024

Integrity

Accountability

Collaboration

Trust

Respect

Agenda

1. Overview and Purpose
2. Introductions
3. Provider Portal Training
4. Utilization Management
5. Operations
 - a. Claims and Payments
 - b. Member Services
6. Next Steps
7. Questions

Overview and Purpose

Vicki Wrighster, Senior Director of Provider Network Operations

Presenters

Presenters

- Vicki Wrighster, Senior Director of Provider Network Operations
- Nicole Kanter, Senior Director of Utilization Management
- Stacy Luney, Director of Operations
- Thomas Cooper, Senior Manager of Operations Claims
- Amber Allen, Manager of Operations
- Maria Najjar, Provider Relations Representative

Provider Portal

Provider Network Operations

Provider Portal: Introduction

Effective July 1, 2024, GCHP will be transitioning from the current iTransact portal to the NTT Data Portal.

- Training
 - Current Portal Functionalities
 - New Portal Functionalities
- Registration Process
- Provider Updates
 - Office Hours
 - GCHP Website
- Resources
 - NTT Portal User Guide
 - GCHP Resource Guide

Trainings and Provider Updates

Trainings and Provider Supports:

- Provider trainings will take place June 10-27.
- Training will include updates from GCHP's operational areas.
- Training documents will be located on the GCHP website, www.GoldCoastHealthPlan.org.
- Send your Provider Portal questions to: ProviderPortal@goldchp.org
- Office Hours
- Resources

Benefits of the New NTT Provider Portal

- Providers gain improved visibility into the comprehensive care of GCHP members, positively affecting patient care by facilitating better access to member information.
- The system's simplicity contributes to heightened provider satisfaction, consequently leading to increased member satisfaction.
- The NTT portal is extremely user-friendly.
- Advanced functionalities provide clearer insights into the status of authorization and claims processing.
- The enhanced user-friendly features result in expedited, timely, and precise access to member information.
- A streamlined registration process for provider portal users ensures smoother operations.

Provider Portal: Current Functionality

Dependence on GCHP for registration procedures

Separate sign-on requirements for each provider location

Few self-service functionalities

Limited to professional claims submission

Utilization of electronic claim and authorization submission methods

Only network-wide provider messaging available

Providers must contact GCHP to assist if a user loses passwords and/or usernames

Provider Portal: New Functionality

Enhanced provider autonomy in portal registration processes

Improved intuitiveness and user-friendliness

Capability for both professional and facility claims submission

Integration of global and targeted provider messaging functionalities

Facilitation of access to multiple contracted locations via a unified sign-on mechanism

Strengthened security through the implementation of Two-Factor Authentication

Self-service functionality available for resolving issues related to lost passwords and usernames

Introduction of a new widget feature providing comprehensive insights into the status of claims and authorization submissions

Eligibility data presented clearly and thoroughly, including Other Health Insurance information

Provider Portal: Registration

The Provider Portal contains four different user roles:

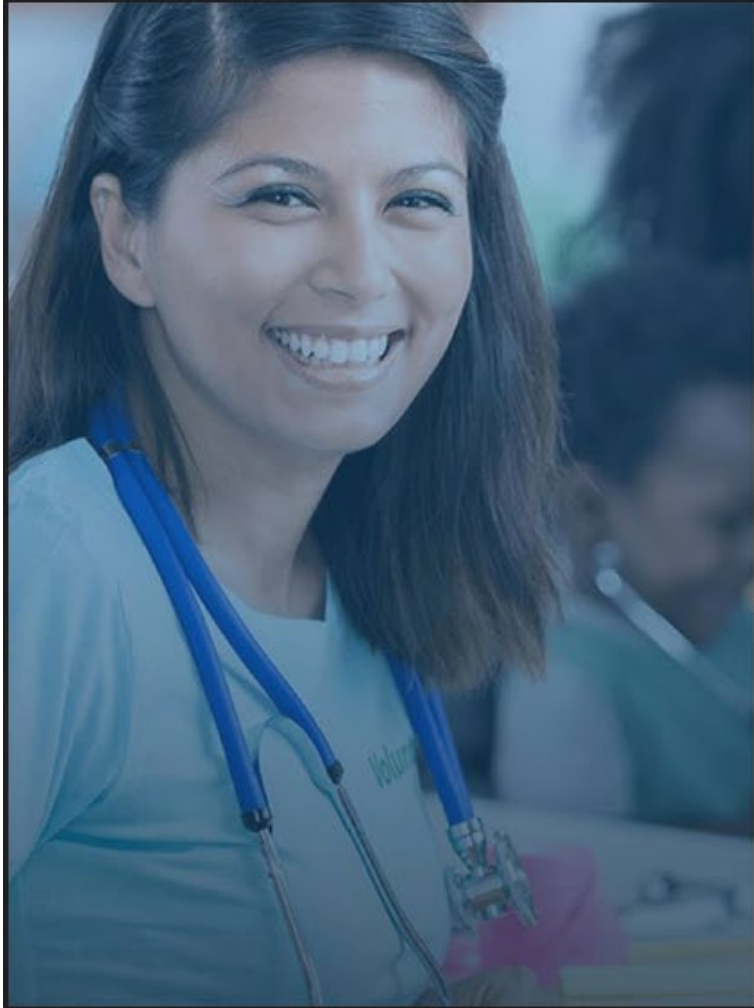
1. **Provider Administrator:** Has access to all sites and fields for:
 - **Vendor (Tax Identification Number, or TIN):** All users and locations under the Provider TIN, including the ability to access the portal.
 - **Clinic (specific clinic location):** All users and information at a specific location, including the ability to access the portal at the specific location.
2. **Office Manager:** Same access as Clinic Provider Administrator
 - Does not have the ability to add users to the portal.
3. **Clinic Staff – Authorizations:** Access to member eligibility and authorizations.
4. **Clinic Staff – Claims:** Access to member eligibility, authorizations, and claims.

Registration Process: Providers with One Location (Initial Process)

The screenshot displays the Gold Coast Health Plan website. On the left, a blue-tinted image of an elderly couple is overlaid with text: "English" in a dropdown menu, "STAY CURRENT ON NEWS AND INFORMATION" in yellow, and "Access your account regularly to ensure that you are getting the most recent updates from Gold Coast Health Plan." Below this, contact information is provided: "Call Us Toll Free: 1-888-301-1228 TTY 711" and "Hours 8 a.m. - 5 p.m., Monday - Friday (except holidays)".

On the right, the login and registration section features the Gold Coast Health Plan logo, a "Username*" field, a "Password*" field with a visibility toggle, a "Forgot Username or Password" link, a blue "Login" button, and a "Not a Provider? Register here." link highlighted with a yellow box. Social media icons for LinkedIn and YouTube are present, along with a copyright notice "2024 © Gold Coast Health Plan. All rights reserved." and links for "Privacy Policy", "Conditions of Use", and "Notice of Nondiscrimination".



Registration Process: Providers with One Location (Initial Process)



REGISTRATION

Step 1 of 3

Choose the type of user

Vendor  Office Location 

Billing Tax ID*
SIT_GCHP

Third party vendors should not register as a "Provider Admin" without required approval from the contracted provider.

[Cancel](#) [Validate](#)

Need Help

Call Us Toll Free: 1-888-301-1228 TTY 711	Hours 8 a.m. - 5 p.m., Monday - Friday (except holidays)
-----------------------------------------------------	--------------------------------------------------------------------

Registration Process: Providers with One Location (Initial Process)

REGISTRATION

Step 2 of 3

User Details

First Name* Linda	Last Name* Smith
Email ID* provider@gchp.org	
<input checked="" type="checkbox"/> Username same as Email address	
Username* provider@gchp.org	<ul style="list-style-type: none">• Username should be alphanumerical and allowed special character and only underscore_ or a period.• Minimum of 6 characters and Maximum of 40 characters.
New Password* *****	<p>Password must meet the following requirements:</p> <ul style="list-style-type: none">✓ Minimum of 8 characters & maximum of 30 characters✓ At least 1 letter in uppercase (A-Z)✓ At least 1 letter in lowercase (a-z)✓ At least 1 number (0-9)✓ At least 1 special character (-, \$, #, &, _ , %)✓ Must not contain spaces✓ Must not contain dictionary names or words (Dictionary names are considered English words, Proper Names and or abbreviations such as Admin). Sample Acceptable Passwords: Jh#646790, R\$a428267
Confirm Password* *****	

Registration Process: Providers with One Location (Initial Process)

REGISTRATION
Step 3 of 3

Provider Information

Provider Type* Hospital	User Role* Provider Admin
----------------------------	------------------------------

What are these User Role?

Office Phone Number* 890-099-9889	Mobile Number
--------------------------------------	---------------

Claims Information

Please enter the Claim number, the EFT/Check/Payment ID with leading zeros, the Remittance Date and Amount of the Remittance from two remittances from the past 120 days. EFT/Check/Payment ID amount should not include applicable fees.

Claims 1

Claim Number*	Remittance Date*
Dollar amount of EFT/Check/Payment ID*	EFT/Check Number/Payment ID*


Claims 2

Claim Number*	Remittance Date*
Dollar amount of EFT/Check/Payment ID*	EFT/Check Number/Payment ID*

I agree of Terms of Use

Back **Cancel** **Continue**

Registration Process: Providers with One Location (Initial Process)



TWO STEP AUTHENTICATION

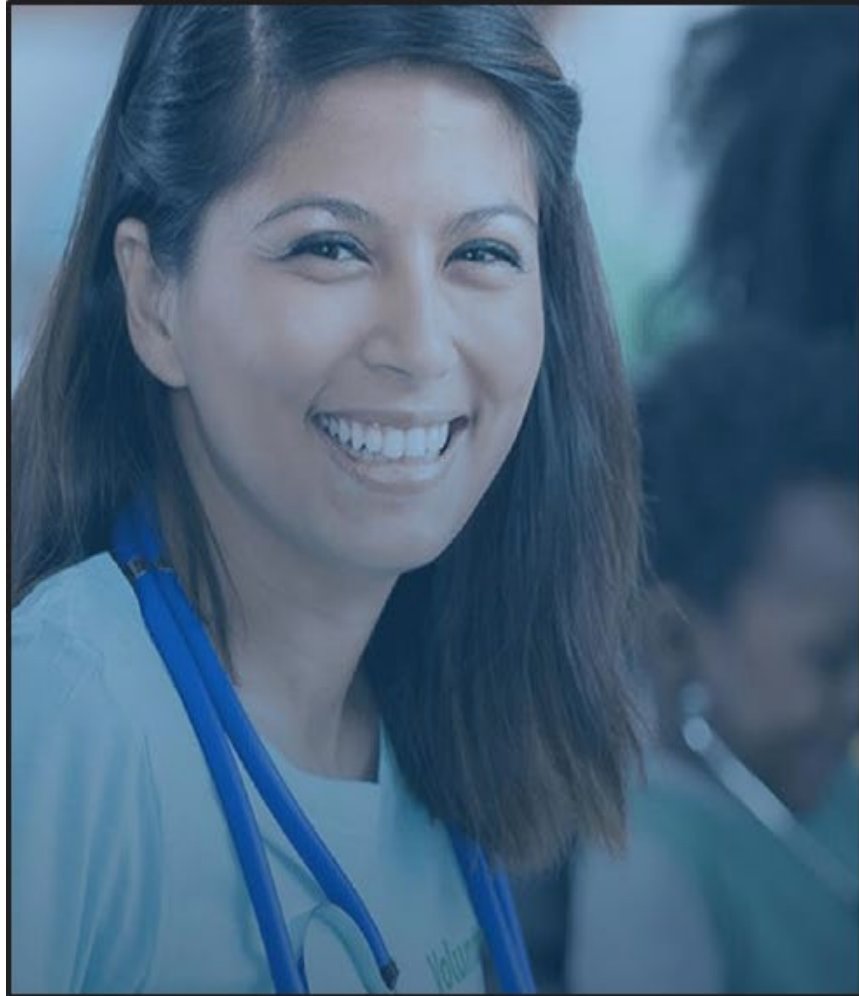
Now we'll send you a **One Time Passcode (OTP)**, which you'll enter in the next step.

Receive OTP using the email address on your account

Email ID
***226@nttdata.com

[Back](#) [Cancel](#) [Send Code](#)

Registration Process: Providers with One Location (Initial Process)



ENTER THE ONE TIME PASSCODE (OTP)

Enter the One Time Passcode (OTP) that you received to login.

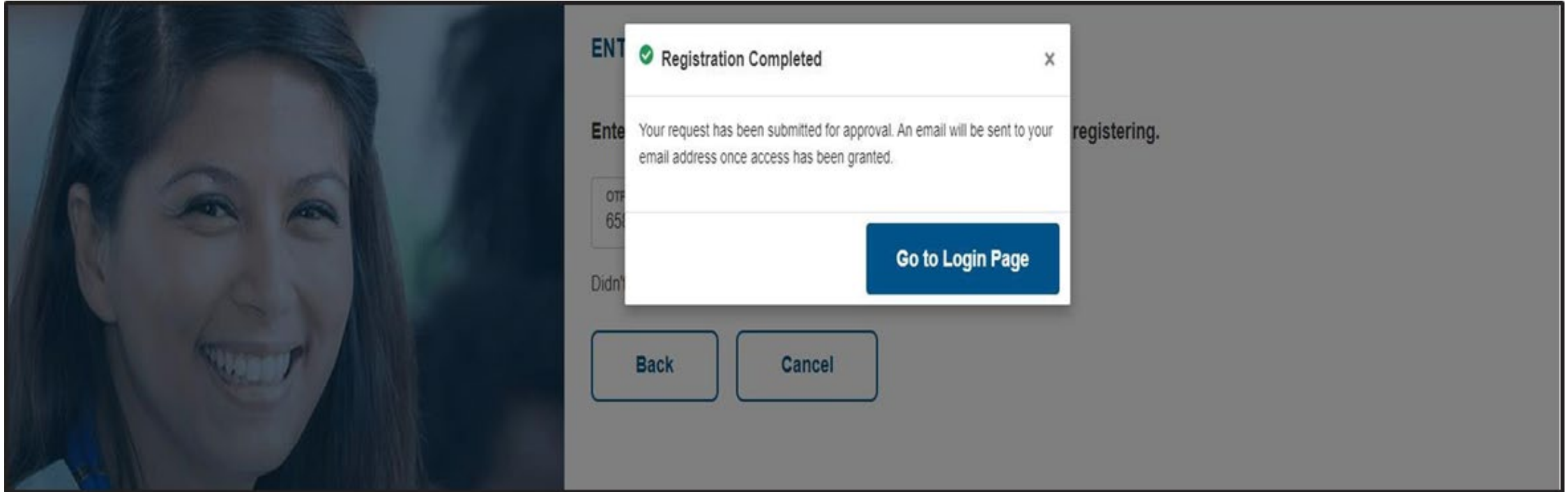
OTP Code*

Validate

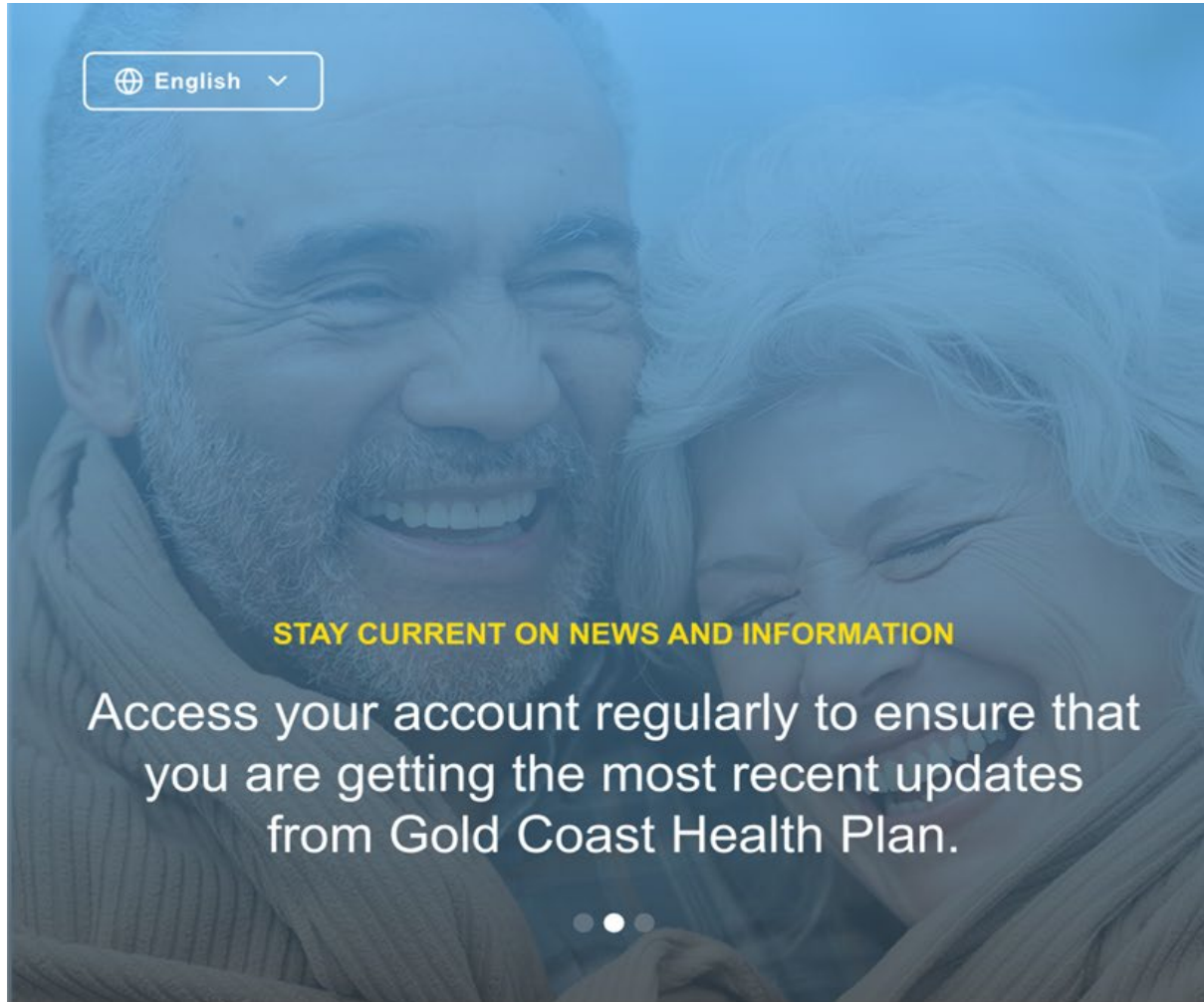
Didn't receive OTP? Resend code in **52 seconds**

Back

Registration Process: Providers with One Location (Initial Process)



Sign-On Page



Username*
abc@zxy.com

Password*
.....

[Forgot Username or Password](#)

Login

[Not a Provider? Register here](#)



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[Privacy Policy](#) [Conditions of Use](#) [Notice of Nondiscrimination](#)



Registration Process: Providers with Multiple Locations (Initial Process)

Registration Process

- 1. Identification of Provider Administrators:** Provider Administrators must be designated at the vendor level. These individuals will have the authority to access all functions within the Provider Portal.
- 2. Clinic-Level Provider Administrators:** Provider Administrators can also be appointed at the clinic level. These administrators have the authority to send invitations to team members who will use the portal. Add columns for each provider location.
- 3. Role Assignment:** Provider Administrators are responsible for identifying and assigning roles to each user.
- 4. Excel Spreadsheet for User Information:** An Excel spreadsheet with the required information must be used to document all users and submitted to GCHP at ProviderPortal@goldchp.org.
- 5. Submission Deadline:** The completed spreadsheets must be submitted to GCHP by **end of day on June 24, 2024**.
- 6. Forwarding to NTT:** GCHP will forward the completed spreadsheet to NTT for user loading into the Provider Portal.
- 7. Dummy Password Creation:** NTT will create a dummy password for each user.
- 8. Return of Spreadsheet:** GCHP will forward the completed spreadsheet back to the provider.
- 9. Access to the Portal:** You will gain access to the Portal on **July 1, 2024**
- 10. Users access the portal:** It is recommended that each user change the dummy password to a password preferred by the user.

Provider Portal: Registration (cont.)

The following information is required to add users to the portal. We recommend that you use an Excel spreadsheet to document this information. This will allow you to add multiple users to the same spreadsheet.

- Vendor or Tax Identification Number
- First name
- Last name
- Email address
- Work phone number
- Office or clinic location (there should be a separate column for each location)
- Username (this is usually the same as the email address)
- Password

The portal will be available on July 1, 2024.

Sample Registration Excel Spreadsheet

Multiple Sites: Complete and forward to GCHP by EOD June 24, 2024.
 One Location: Complete and use to register on July 1, 2024.

User Roles:

Provider Administrator: Access to all functionalities of the provider portal; can be at the Tax ID or Clinic level.

Office Manager: Access to all functionalities of the portal, except for adding additional users.

Clinic Staff – Authorizations: Access to member eligibility and authorizations; no access to claims.

Clinic Staff – Claims: Access to member eligibility, authorizations, and claims.

Provider Tax Identification Number:

95-0000234

User First Name	User Last Name	User Email Address	ABC Medical Group 123 Main St. Ventura, CA 93012	ABC Medical Group 123 Main St. Oxnard, CA 93010	ABC Medical Group 123 Broad St. Camarillo, CA 93010	ABC Medical Group 789 Pickle Rd. Oxnard, CA 93010	User Role (Provider Admin, Clinic Manager, Office Staff: Claims, Office Staff: Auth)	User Phone Number	User Password (Do Not Enter)
Jane	Doe	JDoe@hello.org	Yes	Yes	Yes	Yes	Provider Admin: Vendor	888-555-1212	
Maria	Diaz	MDiaz@hello.org			Yes		Provider Admin: Clinic	888-555-1213	
Michelle	Swan	MSwan@hello.org	Yes			Yes	Clinic Staff: Authorizations	888-555-1214	
Natalie	Smith	NSmith@hello.org		Yes	Yes	Yes	Clinic Staff: Claims	888-555-1215	

Provider Portal: Provider Dashboard

English Font Size + Welcome, Kai (Provider Admin) Currently viewing Tax ID: 956000944 [Change Tax ID](#)

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Dashboard Patient Eligibility Authorizations Claims My Practice Account Management Tools and Resources

Welcome, Kai

Welcome to Train the Train Sessions!

I want to

- Manage Tax ID
- My Panel
- Search for Claims

Notifications

- Your recent access request 199 has been Approved 8 days ago →
- Your recent access request 199 has been Approved 8 days ago →
- Your recent access request 199 has been Denied 8 days ago →
- Your recent access request 199 has been Approved

Find a Member

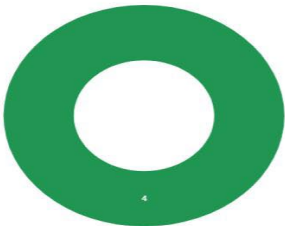
Find your patient and check eligibility

[Go To My Patients](#)

Claims Statuses

Showing data for Tax ID # 956000944

Statuses in Last 90 Days




Status	Count
Approved	4
Denied	0
Pending	0
Rejected	0
Voided	0

Claims Financials

Showing data for Tax ID # 956000944

Financials in Last 90 Days



Category	Amount
Claims Billed	\$4,472.00
Claims Denied	\$0.00
Payments Received	\$4,472.00

Provider News

Testing

"Kai OBrien will be your trainer today"

All data is dummy data

Provider Portal: Provider Eligibility

English Font Size Secure Messages Hello, Provider Smith

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Currently viewing Tax ID: 23-333540 Manage Tax ID

Dashboard Patient Eligibility Authorizations Claims My Practice Account Management Tools and Resources

PATIENT ELIGIBILITY

Minimum Search Combinations:

- Information provided below will be cross-checked with member eligibility records for all programs
- Member ID: Brings back a match only when a complete Member ID is entered and an exact match is found.
- Last Name + Eligible as of Date + Date of Birth: May use partial name.
- First Name + Eligible as of Date + Date of Birth: May use partial name.

Clear Search

Line	Member ID	Member Last Name	Member First Name	Date of Birth	Eligible as of Date	Actions
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	07/12/2023	
2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	07/12/2023	
3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
6	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
7	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
8	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
9	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
10	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

Clear Search

All data is dummy data

Provider Portal: Provider Eligibility (Con't)

English Font Size Secure Messages Hello, Provider Smith

Gold Coast Health Plan A Public Entity

Currently viewing Tax ID: 23-333540 [Manage Tax ID](#)

Dashboard **Patient Eligibility** Authorizations Claims My Practice Account Management Tools and Resources

Home > Patient Eligibility > Search Result [Back to Patient Eligibility](#) [Export](#)

Search Result

Please click on the Member ID to view detailed eligibility information.

Eligible as of Date	Member ID	Member Name	Member Date of Birth	Address	Phone No.	Eligibility Status	PCP
07/01/2023		Michelle		Oxnard, CA 93036		✓ Eligible: Medi-Cal	Office 5051 Verdugo Way STE 100 PCP Name: Dignity Health Med Group Verdugo Way
07/01/2023		William		Oxnard, CA 93036		✗ Inactive	Office 5051 Verdugo Way STE 100 PCP Name: Dignity Health Med Group Verdugo Way

[Modify Search](#) [New Search](#) 21 [All data is dummy data](#)

Claims

Search Claims

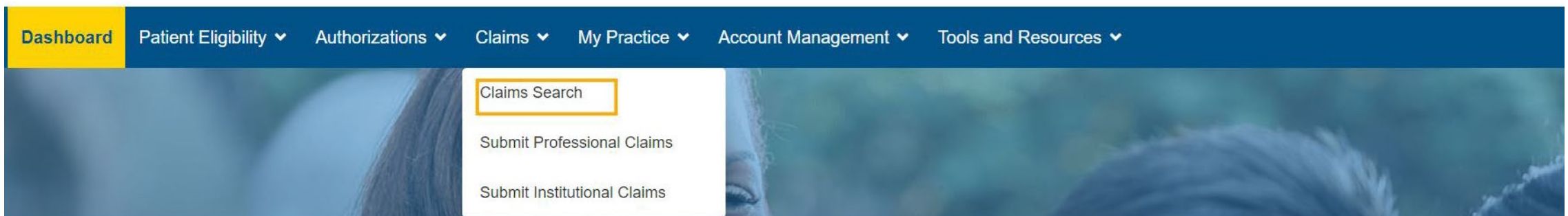
How to Search for Claims

You can search and submit medical claims for members associated with your Preferred Tax ID. Follow these step-by-step instructions to:

- View a list of claims associated with you Tax ID number
- Export a list of claims associated with your Tax ID number
- View a claim detail record

Before you Begin

Login to the GCHP provider portal and start from the Provider Dashboard. Select the **Claims Search** menu from the **Claims** menu.



Search Claims

Enter the desired search criteria:

- You can enter as many or as few data elements as you want.
- When searching a member name, you must enter a minimum of three characters.
- Click on 'Advanced Search' for additional search criteria options.

CLAIMS SEARCH

Claims In: Last 18 months

Claim Number

Patient Account Number

Location: All

Member Last Name

Member ID

Authorization Number

Claim Status: All

Search **Advanced Search**

256 Claim(s) Found **Export**

Claim No	Claim Type	Member ID	Member Name	Provider Name	Service Date	Amount Billed	Plan Allowed Amount	Plan Paid	Dec
----------	------------	-----------	-------------	---------------	--------------	---------------	---------------------	-----------	-----

Search Claims







Advanced search criteria:

The provider number, NPI, First and Last name fields return search results for both the billing and rendering provider on a claim.

The claims search will display historical and recent claims. Historical claims will contain minimal claim information.

You can view a maximum of three years of claim history.

Advanced Search

Member First Name	Date of Birth 	Gender Select 
Provider First Name	Provider Last Name	Provider Number
Fed. Tax ID	Claim Type Select 	Provider NPI
Check/ EFT Number		
Date of Service Select 	Date From 	Date of To 

Only display Paid Claims

Provider Portal: Authorization



Currently viewing Tax ID: 954540991

[Change Tax ID](#)

[Dashboard](#) [Patient Eligibility](#) [Authorizations](#) [Claims](#) [My Practice](#) [Account Management](#) [Tools and Resources](#)

Authorization Request

AUTHORIZATIONS

TruCare ProAuth

The provider must agree to the below acknowledgement in order to be redirected to ProAuth.

- You will now leave the Gold Coast Health Plan (GCHP) website. If you choose to agree with these disclaimer conditions by clicking the "I Agree" button, a TruCare ProAuth website will open in a new window. GCHP has no control over the content or the availability of the site and is not responsible for the privacy practices or the content of such Website (s). GCHP has provided links and pointers to Internet sites maintained by third parties ("third party sites") and may from time to time provide third party materials on this site. The third-party materials in this site and the third-party sites are provided "as is" and without warranties of any kind either expressed or implied.

Click "I Agree" to continue to the third party site. If you do not wish to leave the Gold Coast Health Plan Website, click "I Disagree" instead.

[I Disagree](#)

[I Agree](#)



GCHP Operational Updates

Health Services and Operations

Utilization Management

Nicole Kanter, Senior Director of Utilization Management

Utilization Management (UM)

The Utilization Management (UM) Program is designed to ensure that medically appropriate services are provided to all members of GCHP through a comprehensive framework that assures the provision of high quality, cost effective, medically appropriate healthcare services in compliance with the patient benefit coverage and in accordance with regulatory and accreditation requirements.

Within the UM department are the below processes:

- Prior Authorization
- Concurrent Stay Review
- Discharge Planning
- Clinical Appeals

Prior Authorizations

- In certain circumstances, an authorization is required prior to rendering services.
- Prior authorization is performed on selected services to ensure that medically appropriate services are provided to members through a framework that assures the provision of high quality, cost effective, medically appropriate health care services.
- A list of the services requiring prior authorization can be found on the GCHP website [here](#) (For Providers > Provider Resources > Request for Authorization).
- Authorization requests can be submitted through the following formats:
 1. Through GCHP's Provider Portal
 - The Provider Portal User Guide will be available on GCHP's website.
 2. By Fax: 1-855-883-1552
 - The Prior Authorization Treatment Request Form is available on the GCHP website [here](#) (For Providers > Provider Resources > Request for Authorization).

Provider Portal: Authorization Submission New Features

Real-time submission
and viewing of
authorization requests

Ability to upload
additional clinical
information after
submission / pre-
determination

Ability to submit pre-
service authorization
requests for inpatient
admissions

Ability to view / print /
download all letters

Operations

Claims and Payments

Anna Sproule, Executive Director of Operations
Thomas Cooper, Senior Manager of Operations Claims

Ways to Submit Claims

- There are several options available for providers to submit claims:
 - Electronic (EDI) Submission
 - Paper Claim Submission
 - Secure Provider Portal Submission:
 - This process is changing due to the transition to the new Provider Portal. Additional details discussed in Provider Network Section.

Enrolling in Electronic Data Interchange (EDI)

GCHP encourages electronic claims submission due to its many benefits, including:

- Ensures faster processing and payment of claims
- Eliminates the cost of sending paper claims or submitting claims via the Provider Portal
- Allows tracking of claims sent
- Minimizes clerical data entry errors

To enroll in EDI, visit the GCHP website and complete the enrollment process.

GCHP is working with clearinghouses to ensure a seamless transition to our new EDI vendor.

Enrolling in Electronic Funds Transfer (EFT)

GCHP encourages Electronic Funds Transfer (EFT) to streamline payments to our providers. Electronic payments has many benefits, including:

- Being more efficient
- Safer and more secure

To sign up for EFT payments, visit the GCHP website, www.GoldCoastHealthPlan.org, and download and complete the EFT enrollment form, located [here](#) (For Providers > Claims > Electronic Funds Transfer).

Additional Changes

- Denial Reason Codes
 - The formatting has changed.
- Providers who received an electronic remittance advice (835) will no longer receive a paper Explanation of Payment (EOP).
- Claim Numbers
 - Historical claims that were processed in our retired claims system will be loaded into the new claims system.
 - The claim numbering sequence will change.

Member Services

Stacy Luney, Director of Operations

Member Benefits of Provider Portal

Member Service Enhancements:

Providers can access tools and resources that help them better understand and utilize member benefits, ultimately improving the quality of care and member satisfaction.

Enhanced Coordination of Care:

Providers can see comprehensive member histories, including past and current treatments, which helps coordinate care more effectively and avoid redundant services.

These benefits collectively contribute to a more efficient, transparent, and responsive health care system that better serves members and supports providers in delivering high-quality care.

Next Steps

Provider Updates

- Office Hours: 1-hour meetings to allow providers to call in with questions regarding the Portal.
- GCHP Website
 - Recorded trainings will be added to the GCHP website.
 - Timely updates will be added to the GCHP website.

Resources

- NTT Portal User Guide: Will be available on June 24, 2024.
- GCHP Resource Guide: Will be available the week of July 1, 2024.

Questions?