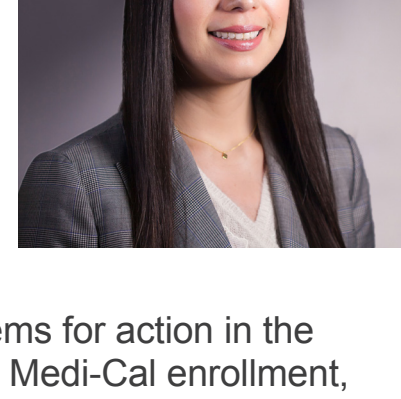


To read the Spanish version of the newsletter, click [here](#).

Para leer este boletín informativo en español, haga [clic aquí](#).

Dear Partners,

Gold Coast Health Plan's governing board recently welcomed two new members: Supervisor Carmen Ramirez, who represents District 5 on the Ventura County Board of Supervisors, and Andrew Lane, the chief financial officer of Los Robles Regional Medical Center. We look forward to working with them both to serve our members and community!



Last month, Governor Gavin Newsom released his proposed budget for fiscal year 2021-22. The Legislature has also begun its budget process, as both the Senate and Assembly recently held their first Budget Committee hearings. The budget includes several items for immediate action by the Legislature and other items for action in the spring. Of note, the Administration anticipates continued growth in Medi-Cal enrollment, projecting an average monthly caseload of 15.6 million in 2021-22. About 40 percent of California residents will be eligible for Medi-Cal.

### Top Budget Highlights

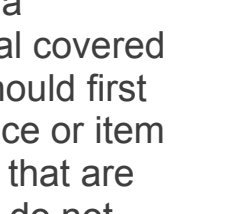
1. California Advancing and Innovating Medi-Cal (CalAIM): The initiative to reform Medi-Cal is funded at a proposed \$1.1 billion for 2021-22, including estimates for Enhanced Care Management, In Lieu of Services, and incentives to supporting infrastructure.
2. Medi-Cal program suspensions that were included in the 2020 Budget Act are delayed by one year until July 30, 2022. This includes Proposition 56 supplemental payments, Medi-Cal optional benefits, and the Medi-Cal post-partum eligibility program.
3. The state Department of Health Care Services (DHCS) is expected to release a comprehensive telehealth proposal this month. However, the budget proposes adding remote patient monitoring as a Medi-Cal covered benefit.
4. The budget proposes \$400 million for student behavioral health through an incentive program in Medi-Cal managed care.
5. There are several health equity proposals from the California Health and Human Services Agency. Specifically, the budget indicates that health disparities will be a focus of the upcoming procurement of Medi-Cal managed care contracts.
6. The budget also contains numerous proposals supporting the aging population and the Master Plan for Aging. Among them is the creation of the Office of Medicare Innovation and Integration within DHCS.
7. The proposed budget discusses Health Information Exchanges (HIEs) as a priority, though it does not include a specific proposal. The budget provides directional concepts, such as leveraging existing investments in HIEs, accessing additional federal funding, and alignment with federal interoperability rules.
8. The Office of Healthcare Affordability is proposed in the budget after being deferred last year in the May Revision. The office will increase transparency in payments and quality, develop cost targets, enforce compliance, and fill gaps in market oversight.
9. In addition to the many COVID-related relief proposals directed to small businesses, schools, and others impacted by the pandemic, the budget estimates more than \$300 million in vaccine-related costs, including a public education campaign.

We will be monitoring the above proposals to determine the impact they will have on our members and the community at large.

Sincerely,

Marlen Torres  
Executive Director of Strategy and External Affairs

## Member Services Updates



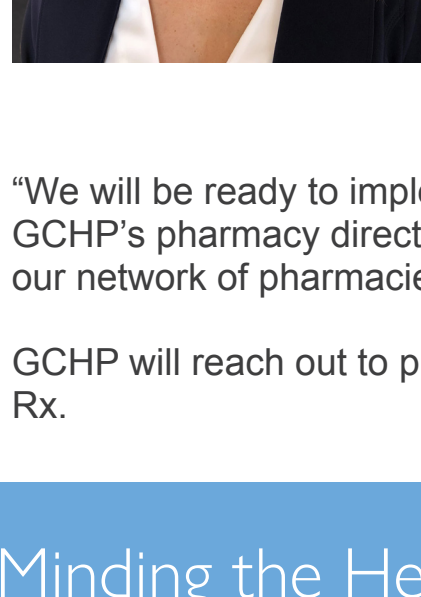
### Member Reimbursements

Gold Coast Health Plan (GCHP) members that do not have a Share of Cost or a deductible with another primary insurance coverage should not pay for Medi-Cal covered services out of pocket. Members who are asked to pay for a medical service should first contact GCHP at 1-888-301-1228 (TTY: 1-888-310-7347) to confirm if the service or item is a covered benefit and if they should pay for it. Some services, such as those that are given out of network, require prior authorization from GCHP. Sensitive services do not require prior authorization.

Rapid COVID-19 tests are not a covered benefit, and members will not be reimbursed if they pay for this service.

Members who paid for a medical service that they believe they should not have paid for need to submit proof of payment and a bill or itemized statement to GCHP. They also need to submit a written statement explaining why they had to pay for the item or service. GCHP will review the request and decide if they qualify for reimbursement.

### Medi-Cal Rx On Hold



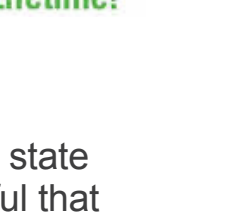
The implementation of the pharmacy program known as Medi-Cal Rx has been put on hold by the state Department of Health Care Services (DHCS). The program, which would transition prescription benefits from managed care plans like Gold Coast Health Plan (GCHP) to the state, was scheduled to begin on April 1. In a communication to stakeholders, DHCS cited the need to look into a possible conflict after it was announced that the company the state had chosen to manage the pharmacy benefit was being acquired by a health plan that serves Medi-Cal members.

GCHP will continue to offer pharmacy benefits through its pharmacy benefit manager, OptumRx.

"We will be ready to implement this program when the time comes," said Anne Freese, GCHP's pharmacy director. "In the meantime, we will continue to work with OptumRx and our network of pharmacies to provide our members with the medications they need."

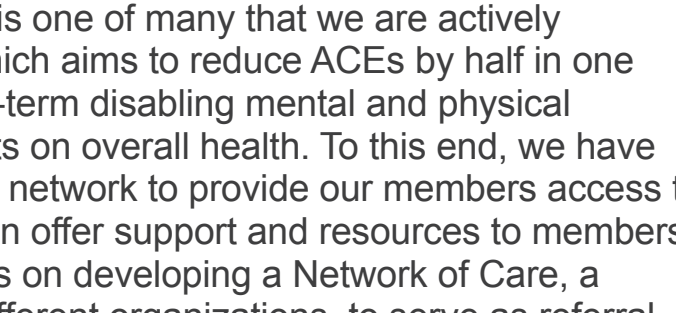
GCHP will reach out to providers as DHCS releases updated information about Medi-Cal Rx.

## Minding the Health of Our Community



### Adverse Childhood Experiences (ACEs): Developing a Network of Care

Gold Coast Health Plan (GCHP) has partnered with First 5 Ventura County – Help Me Grow to raise awareness about the importance of identifying and treating Adverse Childhood Experiences (ACEs) and the role they play for so many people within our community.

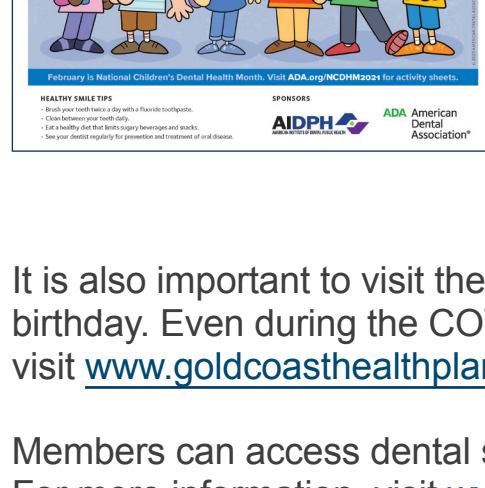


ACEs are prevalent among our members, in our community, and throughout the state and the country. These forms of trauma can result in a toxic response so powerful that it can alter a developing child's DNA, causing permanent changes and potential lifelong health challenges for those that have endured such experiences. Starting January 1, 2020, screenings became reimbursable to providers through Proposition 56, a tax on tobacco products to fund health care programs. More than 10,000 California providers have completed core training and attested to becoming ACE and trauma-informed-care aware so that they can best serve their patient populations.

Our collaboration with First 5 Ventura County is one of many that we are actively championing for the ACEs Aware Initiative, which aims to reduce ACEs by half in one generation, thereby mitigating short- and long-term disabling mental and physical conditions and the subsequent negative effects on overall health. To this end, we have engaged in provider education throughout our network to provide our members access to experienced health care professionals who can offer support and resources to members with high-risk ACE scores. Our current focus is on developing a Network of Care, a multidisciplinary team of professionals from different organizations, to serve as referral coordinators to connect high-risk members in need of services with the appropriate resources in the community.

We are looking forward to growing our relationship with First 5 Ventura County – Help Me Grow as we forge a resiliency-based path – in which members are empowered with the ability to recover quickly from traumatic experiences – that leads to best outcomes and better health for our members, now and for generations to come.

## February: National Children's Dental Health Month



Did you know that having happy, healthy teeth starts with wiping baby's gums with a wet washcloth and brushing that first tooth?

During National Children's Dental Health Month, Gold Coast Health Plan (GCHP) is working with families and community partners to promote starting healthy oral health habits that will last a lifetime.

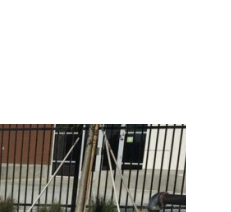
Everyone can become a Happy Healthy Tooth champion at home by:

- Brushing teeth twice a day for two minutes
- Flossing every day
- Eating healthy
- Drinking plenty of water (try it from the tap - it's free!)

It is also important to visit the dentist! Dental visits should start with the first tooth or first birthday. Even during the COVID-19 pandemic, dentists are open. For more information, visit [www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org).

Members can access dental services through any provider enrolled in Medi-Cal Dental. For more information, visit [www.SmileCalifornia.org](http://www.SmileCalifornia.org) (English) or [www.SonrieCalifornia.org](http://www.SonrieCalifornia.org) (Spanish). GCHP members can also call 1-800-322-6384 (TTY: 1-800-735-2922) Monday through Friday, from 8 a.m. to 5 p.m.

## In the Community



### Gold Coast Health Plan Adopts Seven Families for Christmas

For the past eight years, Gold Coast Health Plan's (GCHP) staff has come together to help brighten the lives of local families with gift donations. This holiday season, we partnered with Support for Kids to adopt seven Ventura County families for the organization's annual Adopt-A-Family donation drive. The 34 recipients included children ranging from 9 months to 17 years of age. In addition to toys and clothing, the families were also gifted household necessities and toiletries. All items were wrapped by GCHP staff members before being dropped off to each family.



### Getting Supplies to Vulnerable Populations

As the COVID-19 crisis continues to affect vulnerable populations, Gold Coast Health Plan (GCHP) is working with community-based organizations to distribute school supplies and other essential items. Since the start of the pandemic, GCHP has donated nearly 4,000 pens, pencils, pencil pouches, coloring books, crayons, water bottles, cooling towels, hand sanitizers, and tote bags to members of our community through the following organizations:

- Cabrillo Economic Development Corporation (CEDC)
- Cesar E. Chavez Elementary School
- Good Farms
- Oxnard Police Activities League
- Southwinds Neighborhood Council

We encourage community-based organizations who need in-kind donations and/or sponsorship to contact our Community Relations team at [CommunityRelations@goldchp.org](mailto:CommunityRelations@goldchp.org). We always welcome the opportunity to partner with new organizations!

## Learn About Gold Coast Health Plan

Gold Coast Health Plan's (GCHP) Community Relations team gives presentations to community-based organizations that offer an interactive overview of managed care; GCHP's services; member rights, incentives, and programs; and sponsorships. To schedule a virtual presentation, please email our Community Relations team at [CommunityRelations@goldchp.org](mailto:CommunityRelations@goldchp.org).

## Join Our Community Advisory Committee

Gold Coast Health Plan is looking for members of our community to join the Community Advisory Committee, which gives a voice to our members and addresses important issues that affect our community.

[Learn More](#)

## About Gold Coast Health Plan

Gold Coast Health Plan proudly serves more than 200,000 Medi-Cal beneficiaries in Ventura County through its network of primary care physicians, specialists, behavioral health providers, hospitals, and pharmacies. Since it was founded in 2011, Gold Coast Health Plan has been committed to providing access to high-quality care and improving the health of its members, which include 1 in 5 county residents, 1 in 8 seniors, and 1 in 2 children up to the age of 5. To learn more, visit: [www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org).