

Memorandum

To: Gold Coast Health Plan Providers

From: Vicki Wrihster, Senior Director of Provider Network Operations

Re: **GCHP Systems Transition Updates**

Date: July 11, 2024

Gold Coast Health Plan's (GCHP) new systems, including the NTT Provider Portal, launched on July 1, 2024. As is common with new system implementations, we are experiencing various technical issues. These issues are affecting member eligibility verification, claims status information, and authorizations submission.

Our teams and partners are working on mitigating and resolving the current issues to improve your experience by Friday, July 19, 2024. We will provide another update next week. In the meantime, please follow these temporary processes:

- **Member Eligibility Verification**
To verify member eligibility prior to July 1, 2024, please use the iTransact portal. For eligibility information for dates of services from July 1, 2024, and forward, please check eligibility on the Medi-Cal website. The new Provider Portal can be used to validate eligibility beginning Tuesday, July 16, 2024.
- **Claims Status Information**
To request the status of a claim submission(s), please complete the [Claim Submission Status spreadsheet](#) and email it to ClaimsTeam@goldchp.org. Our team will respond to your request within 24 hours.
- **Authorizations Submission**
We are actively working to load all remaining provider data into the NTT Provider Portal. If you and/or your staff members cannot access the portal to submit an authorization, please complete the [Prior Authorization Treatment Request Form](#) and fax it to 1-855-883-1552.

Provider Office Hours

GCHP's Provider Relations Team will hold virtual office hours to answer any questions you or your staff may have. These will be held daily from 11:30 a.m. to 12:30 p.m. beginning Monday, July 15 through Friday, July 26. We invite you to join an office hours session to ask any questions related to the systems transition using the information below:

Microsoft Teams
[Join the meeting now](#)

Meeting ID: 285 594 366 081

Passcode: sUcuCP

Dial in by phone

+1 805-324-7279,,724499146# United States, Santa Barbara

[Find a local number](#)

Phone conference ID: 724 499 146#

Additional Resources

To help you navigate the new Provider Portal, we created several resources with helpful information that you and your team can refer to. These include provider training recordings, presentation materials, and the NTT Portal User Guide. These can be viewed on the [Systems and Services Changes page](#) of the GCHP website.

Customer Service

For more information or for any questions, please email ProviderPortal@goldchp.org. Our Provider Relations Team will respond to your email within 24 hours.