

Memorandum

To: Gold Coast Health Plan Providers

From: Vicki Wrihster, Senior Director of Provider Network Operations

Re: **Reminder: GCHP New Systems Training Through June 27**

Date: June 14, 2024

On July 1, 2024, Gold Coast Health Plan (GCHP) will implement new systems and services that are designed to improve your experience and satisfaction with member eligibility verifications, electronic claims processing and payments, and authorization requests and tracking. To help providers navigate these changes, GCHP will continue to conduct comprehensive trainings through Thursday, June 27. These sessions have been designed to ensure that providers are equipped to use the new tools and technologies to continue delivering high-quality care to our members.

It is important that a representative from your office attend one of the upcoming trainings. Participants should be those responsible for:

- Verifying member eligibility.
- Submitting authorizations and claims.
- Checking the status of authorizations and claims.

Thank you to those who have attended one of our recent trainings. We appreciate your time and hope the information presented was helpful. If you have yet to attend, please register for an upcoming date / time that best suits the needs of your provider group. GCHP has scheduled three “open” trainings on June 25-27 that all providers can attend.

Please note, the Ventura County Medical Center training scheduled for 10 – 11 a.m. on Tuesday, June 18 has been rescheduled for 4 – 5 p.m. on Monday, June 17. In addition, the Specialist training scheduled for 2 – 4 p.m. on Monday, June 24 has been canceled.

Provider Trainings Schedule

Clinicas del Camino Real		
Training Date	Training Time	Registration Link
Tuesday, June 18	2 – 3 p.m.	Click Here

Community Memorial		
Training Date	Training Time	Registration Link
Monday, June 17	10 – 11a.m.	Click Here
Thursday, June 20	9 – 10 a.m.	Click Here

Dignity Health		
Training Date	Training Time	Registration Link
Monday, June 17	2 – 3:30 p.m.	Click Here
Thursday, June 20 (Hospital Admissions / Eligibility)	3 – 4 p.m.	Click Here

Ventura County Medical Center		
Training Date	Training Time	Registration Link
Monday, June 17	4 – 5 p.m.	Click Here
Tuesday, June 18 (Hospital Admissions / Eligibility)	3 – 4 p.m.	Click Here

Specialists (SPC)		
Training Date	Training Time	Registration Link
Monday, June 24	10 a.m. – 12 p.m.	Click Here

LTC / SNF / HH / Hospice / PT / OT / ST		
Training Date	Training Time	Registration Link
Friday, June 21	2 – 4 p.m.	Click Here

Tertiary		
Training Date	Training Time	Registration Link
Friday, June 21	10 a.m. – 12 p.m.	Click Here

Open Training for All Providers		
Training Date	Training Time	Registration Link
Tuesday, June 25	2 – 4 p.m.	Click Here
Wednesday, June 26	2 – 4 p.m.	Click Here
Thursday, June 27	2 – 4 p.m.	Click Here

These links can also be found on the GCHP website. For more information or for any questions, please email ProviderPortal@goldchp.org.