



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

Provider Operations Bulletin

JUNE 2022

www.goldcoasthealthplan.org

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The Provider Operations Bulletin is published bi-monthly by Gold Coast Health Plan's Communications Department as a service for the provider community.

Information comes from GCHP and its partners. If you have any concerns or questions related to specific content, please contact the Network Operations Department at ProviderRelations@goldchp.org or call the GCHP customer service line 1-888-301-1228 and request to speak to your Provider Relations representative.

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SECTION 1:

State Department of Health Care Services (DHCS) Audit

Gold Coast Health Plan (GCHP) is scheduled to go through a state Department of Health Care Services (DHCS) Medical Audit July 25 to August 5. Similar to previous years, DHCS will select various providers from GCHP's network to reach out to. If your site is selected for the audit, DHCS will contact you directly. At this time, GCHP does not know who the selected providers are. We will update you once we receive any additional information.

GCHP Provider Relations Representatives may follow up with your clinic(s) before the audit to ensure that each site is equipped with materials for members.

During site audits, DHCS will check to ensure the interpreting services language board is on display, or that you have the Comprehensive Language Identification Guides available, which can be found in your Cultural & Linguistics packets. These materials should be easily accessible for patients to view when they go in to register for their appointments.

Should you need additional interpreting services, language boards, or any Cultural & Linguistics materials, please contact us.

As always, GCHP is here if you have any questions and/or concerns.

Contact Information

- For general Provider Relations inquiries, please email: ProviderRelations@goldchp.org.
- For claims and authorization questions, please call: 1-888 301-1228.
- For the GCHP Provider Manual, Provider Operation Bulletins, directories, forms, guides, updates and more, please visit the [GCHP website](#).

Thank you in advance for your cooperation and partnership during the upcoming medical audit. It is always greatly appreciated.



SECTION 2:

Medi-Cal Rx: Claim Edit and Prior Authorization Reinstatement

Medi-Cal Rx previously suspended many claim edits and prior authorization requirements in early February due to the rocky transition. However, Medi-Cal Rx will soon start reinstating its claim edits and prior authorization requirements. This reinstatement will begin in late summer. The state Department of Health Care Services (DHCS) has stated it will give, at minimum, a 30-day notice of the start of the restatement. It is expected that the reinstatement will occur over several phases during fall and winter 2022. Please look for additional information as it is released to be sure that you are up to date on the changes.

DHCS has a [website](#) that contains the most accurate, up-to-date information regarding Medi-Cal Rx. Please make sure to bookmark this website today and sign up for the Medi-Cal Rx Subscription Services (MCRxSS). The website includes the following information for reference:

- Overview and background information
- Frequently asked questions (FAQs)
- Member portal
- Provider portal
- Contract drug list (CDL)
- Provider manual

SECTION 3:

BetterDoctor

In an effort to improve operations, Gold Coast Health Plan (GCHP) continues to partner with BetterDoctor, a primary source verified data management service that is used by health plans across the country.

BetterDoctor, which some of you may have already worked with, continues to help GCHP obtain updated demographic information for its contracted provider network. As you know, having correct information in GCHP's system ensures that communication with providers flows as smoothly as possible. This information is critical for proper claims administration, authorization of services and other operation functions performed by GCHP to support its provider network.

With more than 6,000 individual providers contracted with GCHP, BetterDoctor offers an opportunity to gather data quickly and efficiently.

Representatives from BetterDoctor continue to reach out to GCHP's provider network via the Provider Portal, email, fax, and telephone. Please respond to these requests as quickly as possible so that GCHP's systems can be updated expeditiously.

If you have any questions, please contact GCHP's Provider Relations Department at ProviderRelations@goldchp.org.



SECTION 4:


Provider Information Update Form (PIUF)

Help us keep our records current and accurate. Complete and submit a Provider Information Update Form (PIUF) when changes arise, such as:

- Provider status
- Servicing address
- Billing address
- Tax ID information
- NPI

Formal, advance-notification of changes need to be submitted through a PIUF – prior to rendering services – to avoid potential operational issues. Once received, please allow at least 30 days for Gold Coast Health Plan (GCHP) to implement the changes. For your convenience, you may download a copy of the Provider Information Update Form [here](#).

If you have any questions regarding this, please contact GCHP's Provider Relations Department at ProviderRelations@goldchp.org.

		Integrity • Accountability • Collaboration • Trust • Respect	
PROVIDER INFORMATION UPDATE FORM			
<p>Use this form to register and/or update your provider information (e.g., service location(s), payment address, tax identification number, etc.) with Gold Coast Health Plan (GCHP). Please complete all applicable sections. Providing complete and legible information will expedite your request and help ensure accurate processing. The completed form should be returned by email to ProviderRelations@goldchp.org ATTN: Provider Relations Department.</p>			
<input type="checkbox"/> New Provider		<input type="checkbox"/> Existing Provider	
Section 1: Group / Facility Information			
Group / Facility Name:		Tax ID Number:	
Group / Facility's Web URL Address:		Corporate NPI:	
Office Contact Name:	Contact Telephone Number:	*Contact Email Address:	
Section 2: Professional Information			
Professional's First Name:	Professional's Last Name:	Title / Type of Licensure (i.e., MD, DO):	
Professional NPI:	CAQH Provider ID:	Date of Birth:	
Supervising Physician's Individual NPI (applies only to Physician Extenders):	Medical License Number:	Total Capacity (Maximum 2,000):	
<i>(Applies only to PCP)</i>			
<input type="checkbox"/> PCP <input type="checkbox"/> Specialist <input type="checkbox"/> Physician Extender (i.e. NP, PA) <input type="checkbox"/> Hospital-Based Professional (Only chose one)	Primary Specialty Type:	Secondary Specialty Type:	
	Board Certified (Y/N):	Board Certified (Y/N):	
	Taxonomy Code:	Taxonomy Code:	
Patient Age Limits: From _____ To _____ <i>(If under 18 years old, indicate 17.99)</i>	Sees Children: <input type="checkbox"/> Sees only children under 18 <input type="checkbox"/> Sees children under 18 AND adults (18 and over) <input type="checkbox"/> Sees only adults (18 and over)	Patient Gender Limits: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Both	
<p>* Legal documentation is required for changes to last name (e.g., marriage license). * Only primary specialty will be listed in provider directory. * Please provide your current email address to receive GCHP Memos, Provider Operation Bulletins, and/or other essential alerts from the Plan.</p>			
711 East Daily Drive, Suite 106, Camarillo, CA 93010 1-888-301-1228 www.goldcoasthealthplan.org			
Rev. 03/2020			

SECTION 5:

Access and Availability Requirements

The state Department of Health Care Services (DHCS) requires access and availability standards for all Medi-Cal providers. Below is a list of some of the standards that DHCS requires Gold Coast Health Plan (GCHP) providers to meet.

Primary Care Physicians:

Routine Appointments – Routine, non-emergent appointments should be available within **10 business days** of the member's request for an appointment. This requirement is for both new and established patients. Follow-up care for established patients should be accommodated as medically appropriate.

Physical Examination Appointments – These appointments should be made available within **six weeks** of a member's request. When possible, special consideration should be given to members who require physical examinations as part of their employment.

Specialty Care Physicians:

Timeframes for access to routine specialty care should be dependent upon diagnosis and the urgency of the condition. However, appointments should be available within **15 business days** of a member's request for an appointment.

First Prenatal Visit:

The first prenatal visit must be scheduled within **two weeks** of a member's request.

Urgent Care Appointments:

Medically indicated urgent appointments should be made the **same day or within 24 hours** of a member's call for an appointment. The request for services should be evaluated and the urgency assessed to determine what the medical problem is and the need for urgent treatment. Depending upon the nature of the medical problem, the member should be triaged to the most appropriate care site.

After-Hours Calls:

When members call provider offices after hours, they should be advised by a recorded outgoing message that if the situation is a true medical emergency, the member should hang up and dial 911 or go to the nearest hospital. This advice should be recorded in at least English and Spanish and possibly other languages if the provider has a large amount of routinely cared for members who speak another language.

SECTION 6:

Initial Health Assessments (IHA)

An Initial Health Assessment (IHA) provides an opportunity for members to receive a comprehensive assessment of their current acute, chronic, and preventive health needs and to establish a relationship with their primary care provider (PCP). All newly enrolled members must receive an IHA within 120 days of enrollment ([state Department of Health Care Services \[DHCS\] Policy Letter 08-003](#)).

All independent providers and clinics receive a new member list from Gold Coast Health Plan (GCHP) on a monthly basis to help facilitate this activity. Please use the monthly IHA member lists that you receive from GCHP-Reports@goldchp.org on the 11th of each month. Complete the IHA Outreach Log by documenting actions taken for each member included on the list. Submit the completed log via email to QualityImprovement@goldchp.org.

Although DHCS temporarily suspended IHA activities from Dec. 1, 2019, to Sept. 30, 2021, due to the public health emergency, the requirement was resumed as of Oct. 1, 2021.

The IHA consists of:

- A comprehensive health history
- Physical exam
- Staying Healthy Assessment (SHA)
- Immunizations
- Counseling, including tobacco cessation
- Medical testing and treatment
- Blood lead level

Staying Healthy Assessment

The Staying Healthy Assessment (SHA) should be completed as appropriate by age intervals. All SHA questionnaires must include the date, PCP signature, and documentation that anticipatory guidance was provided by marking the appropriate boxes in that section. If a member refuses to complete the SHA, the PCP must make note of the refusal in the member's medical record.

Monitoring IHA Compliance

GCHP's Quality Improvement (QI) nurses will review medical records for evidence that the IHA and SHA were completed timely and according to guidelines. The medical record review will occur during Facility Site Reviews (FSR) and quarterly IHA-focused audits to ensure continual oversight.

Providers can access the SHA on the [DHCS website](#).

Thank you for your support and engagement with IHA-related activities. For any questions, please email QualityImprovement@goldchp.org.

SECTION 7:

Student Behavioral Health Incentive Program (SBHIP)

Mental health hospitalizations and suicide rates have increased for children and adolescents over the last decade and have been exacerbated by the COVID-19 pandemic. The U.S. Surgeon General issued an advisory on the youth mental health crisis in December 2021, noting that the “future wellbeing of our country depends on how we support and invest in the next generation.”

Gold Coast Health Plan (GCHP) is participating in a three-year pilot program that aims to increase access to preventive, early intervention, and behavioral health services for Transitional Kindergarten through 12th grade public school students who are Medi-Cal beneficiaries. The Student Behavioral Health Incentive Program (SBHIP) supports new investments in behavioral health services, infrastructure, information technology and data exchange, and workforce capacity for school-based and school-affiliated behavioral health providers.

While participation in this pilot program is voluntary, GCHP chose to participate because it gives us the opportunity to make a difference in the lives of young people in our community immediately. The program aligns with the California Advancing and Innovating Medi-Cal (CalAIM) goals of behavioral health integration and through participation, GCHP would gain the knowledge and expertise necessary to administer all levels of behavioral health care when other programs are launched in the future.

The program will be implemented in phases:

1. In 2022, the focus is on building relationships between local educational agencies and health plans to support a behavioral health needs assessment of the local student population. The assessment will inform the interventions that will best support students that GCHP will submit via a project plan to the state Department of Health Care Services (DHCS).
2. The health plans and their local educational partners will begin implementing those targeted interventions in selected schools starting in 2023 and continuing through 2024.

GCHP has partnered with the Ventura County Office of Education (VCOE) for assessment, and have identified five school districts with high density of Medi-Cal student beneficiaries, high needs in the community, and commitment to participating in SBHIP: Oxnard Union High, Rio Elementary, Hueneme Elementary, Santa Paula Unified, and Fillmore Unified school districts.

GCHP, VCOE, and the school districts are building on the great successes of the Wellness Centers in county high schools funded by the Mental Health Student Services Act (MHSSA). We will be working together to increase the behavioral health workforce, build culturally and linguistically matched services to our communities, and working with community guides and experts to build programming that welcomes our Mixteco and indigenous Latin American students and families to services that meet their needs.

SECTION 8:

Cultural and Linguistic Services

DHCS New Guidelines on Alternative Format Selection

On March 17, 2022, the state Department of Health Care Services (DHCS) released [All Plan Letter \(APL\) 22-002](#), “Alternative Format Selection for Members with Visual Impairments,” which provides information on the processes to ensure effective communication with members with visual impairments or other disabilities requiring the provision of written materials in alternative formats, including auxiliary aids and services to individuals with disabilities.

If you would like training or technical assistance, please contact Gold Coast Health Plan’s (GCHP) Cultural and Linguistic Services Department at 1-805-437-5603, Monday through Friday from 8 a.m. to 5 p.m., (excluding holidays) or email CulturalLinguistics@goldchp.org.

Language Assessment for Health Care Providers and Staff

DHCS requires the use of qualified interpreters and discourages the use of family members, especially minors, as interpreters. The use of family members, friends, and children as interpreters may compromise communication with limited English proficiency (LEP) individuals and may be reluctant to reveal personal and confidential information. The DHCS [All Plan Letter 21-004 \(Revised\)](#), “Standards for Determining Threshold Languages, Nondiscrimination Requirements, and Language Assistance Services,” states that in order to be considered a qualified interpreter for an LEP individual, the interpreter must:

1. Have demonstrated proficiency in speaking and understanding both English and the language spoken by the LEP individual;
2. Be able to interpret effectively, accurately, and impartially, both receptively and expressively, to and from the language spoken by the LEP individual and English, using any necessary specialized vocabulary, terminology, and phraseology; and
3. Adhere to generally accepted interpreter ethics principles, including client confidentiality.

If LEP individuals refuse the use of free interpreting services, providers shall document in the medical record or electronic medical record.

For additional training, resources, or to request language assistance services, visit the GCHP [website](#) or contact GCHP’s Cultural and Linguistic Services at 1-805-437-5603, Monday through Friday from 8 a.m. to 5 p.m., (excluding holidays) or email CulturalLinguistics@goldchp.org.

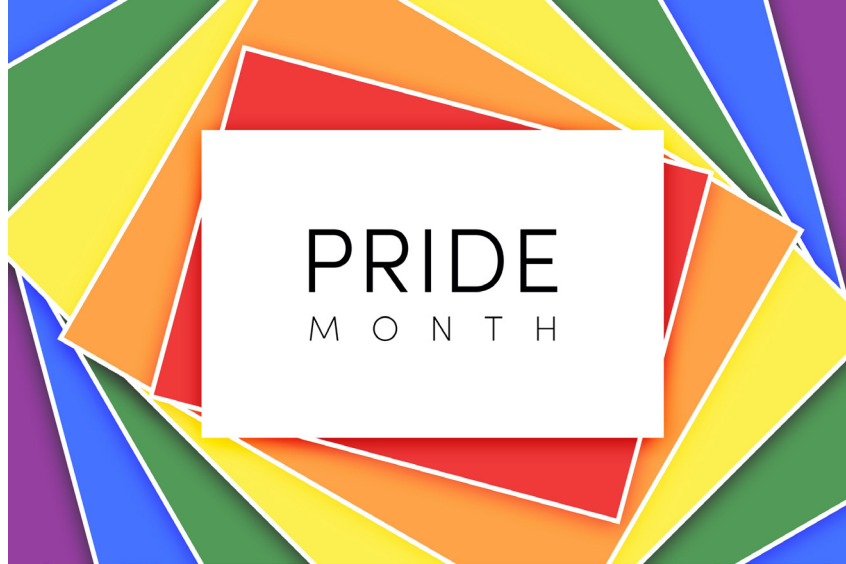
June: Pride Month

The Lesbian, Gay, Bisexual, Transgender, and Queer Pride Month, known as Pride Month for short, is celebrated in June. Pride Month details the history of the LGBTQ+ community finding acceptance. Pride Month is a time for individuals to be proud and is an opportunity to celebrate diversity and inclusion.

LGBTQ+ youth are at an increased risk for several health problems due to stigma, bigotry, and other factors. These problems can follow kids into adulthood. Providers can support LGBTQ+ youth and their parents in living healthier and happier lives. To learn more about ways to help LGBTQ+ youth stay healthy, [click here](#).



Understanding how to heal from adversity and toxic stress is also more critical than ever for LGBTQ+ communities. For more information and resources on LGBTQ+ communities, visit the [Library of Congress](#).



SECTION 9:

Health Education

June: Men's Health Month

June is Men's Health Month, a national observance used to raise awareness about health care for men and focus on encouraging boys, men and their families to implement healthy living decisions, such as exercising and eating healthy. Men in the U.S., on average, die five years earlier than women, according to the [Centers for Disease Control and Prevention \(CDC\)](#). Men also die at higher rates from the three leading causes of death: heart disease, cancer and unintentional injuries. During Men's Health Month, Gold Coast Health Plan (GCHP) would like to ask providers to encourage men to take control of their health, and for families to teach young boys healthy habits throughout childhood.

The U.S. Department of Health and Human Services, Office of Minority Health, has provided five plays for men to stay on top of their health game. We invite you to join us in promoting messages that encourage men and boys to improve their health by seeking medical advice and taking other important steps, such as making healthy food choices, staying active, quitting smoking, getting regular check-ups, and taking care of their mental health.



GCHP encourages providers to download copies of the five plays for Men's Health in English and Spanish to distribute during men's health visits. To download the information, visit the [Office of Minority Health](#).

Health Education Resources

State Department of Health Care Service (DHCS) Approved Vendors for Health Education Materials – Revised

The state Department of Health Care Services (DHCS) has prepared a list of approved companies that meets the DHCS requirements for readability and suitability of Health Education materials.

The following companies have been approved by DHCS for providing health education materials to GCHP members:

- ETR Associates
- Healthwise, Inc.
- FDB Health
- Channing Bete Company, Inc.
- Dairy Council of California
- Institute for Healthcare Advancement
- Krames / StayWell – only documents on Krames Approved List dated Sept. 27, 2018
- MCG
- ViewMedica

For additional information or to request health education materials, contact GCHP's Health Education Department at 1-805-437-5718, Monday through Friday from 8 a.m. to 5 p.m. (excluding holidays) or email HealthEducation@goldchp.org.

Celebrate with MyPlate this Summer

Help members get a healthy jumpstart on summer with [MyPlate](https://www.MyPlate.gov). GCHP encourages providers to refer members to our Health Education Department to provide members with MyPlate resources. Materials are available in English and Spanish. Visit [MyPlate.gov](https://www.MyPlate.gov) for more information.

Chlamydia Brochure Available for Members

GCHP's Health Education Department has purchased a health education brochure from the Centers for Disease Control and Prevention (CDC) about the importance of screening for and treating chlamydia. Providers may order English and Spanish brochures through the [CDC website](https://www.cdc.gov).

Providers may also refer members, or members can self-refer, to receive a chlamydia brochure by contacting GCHP's Health Education Department. To download the Health Education Referral Form, [click here](#).

Well-Care Visits: 0-30 Months

GCHP highly encourages providers and clinic staff to ensure members are completing their well-care visits. GCHP has created an educational flyer explaining what happens at these visits and why they are important to complete. Providers may download the [Well-Care Visits: What to Expect](#) flyer in English and Spanish.

GCHP's Health Education Program is committed to helping members stay well. We work with local clinics, providers and hospitals to provide quality health education resources to members.

For more information, call 1-805-437-5718, Monday through Friday from 8 a.m. to 5 p.m. (excluding holidays) or email HealthEducation@goldchp.org.



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