



Memorandum

To: Gold Coast Health Plan Providers

From: Vicki Wrighster, Senior Director of Provider Network Operations

Re: **New and Improved Systems and Services Effective July 1**

Date: May 1, 2024

Exciting changes are on the horizon for Gold Coast Health Plan (GCHP) that are designed to make things easier and better for you, our valued providers! Specifically, we are implementing new systems on July 1, 2024, that are designed to improve your experience and satisfaction with member eligibility verifications, electronic claims processing and payments, and authorization requests and tracking. At the center of these changes lies our unwavering commitment to ensure that you are well informed and prepared to navigate these changes.

Our aim is to facilitate a smooth transition. To that end, we will be providing comprehensive training to equip you with the knowledge and skills necessary to navigate these changes. In the coming weeks, you will be receiving detailed information on the forthcoming changes and training opportunities.

We look forward to working with you throughout this transition, knowing that the coming changes will signal a new era in how we work together to provide quality health care to our members. If you have any questions, please email ProviderPortal@goldchp.org.