



Provider⁵¹ Operations Bulletin

NOVEMBER 2021

www.goldcoasthealthplan.org

Table of Contents

SECTION 1: Access and Availability	3
SECTION 2: CORE CHANNEL – CAQH Core System	4
SECTION 3: Medi-Cal Rx Transition Update	5
SECTION 4: Enhanced Care Management and Community Supports	6
SECTION 5: Resumption of Facility Site Reviews (FSR) and Initial Health Assessments (IHA)	7
SECTION 6: Blood Pressure Cuffs: A Gold Coast Health Plan (GCHP) Covered Benefit	8
SECTION 7: November 2021: Great American Smokeout	9
SECTION 8: Gold Coast Health Plan and AmericasHealth Plan Partner on Three-Year Medi-Cal Pilot Program	10
SECTION 9: New Member Incentive Program Flyer	11
SECTION 10: Health Education	12
SECTION 11: Cultural and Linguistic Services	15

SECTION 1:

Access and Availability Requirements

The state Department of Health Care Services (DHCS) has access and availability standards that are required for all Medical providers. Below are some of the standards that DHCS requires Gold Coast Health Plan (GCHP) providers to meet.

Primary Care Physicians:

Routine appointments – Routine, non-emergency appointments should be available within **10 business days** of a member's request for an appointment. This requirement is for 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 request for an appointment. The request for services should be evaluated and the urgency assessed to determine what the medical problem is and if there is 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 some other language.

SECTION 2:

CORE CHANNEL – CAQH Core System

Gold Coast Health Plan (GCHP) will soon offer providers the ability to submit EDI requests for 271, 277, and 835 responses using the CAQH Core System. This system will allow for real time responses on individual encounters or as batches. These three EDI files will contain the patients Eligibility (271), Claim Status (277), and Electronic Remittance Advice (ERA 835). Please stay tuned for more information.

SECTION 3:

Medi-Cal Rx Transition Update

The Medi-Cal Rx transition will occur on Jan. 1, 2022. Gold Coast Health Plan (GCHP) will continue to share information as it becomes available to providers. On the GHCP website, there is a Medi-Cal Rx webpage that provides links to the state Department of Health Care Services (DHCS) Medi-Cal Rx website and other important information.

GCHP encourages providers to review the website periodically for updated information.

- [Medi-Cal Rx Dedicated Website](#) (best viewed using a Chrome browser)
- [GCHP's Medi-Cal Rx Webpage](#)

All providers must complete the following steps to be prepared for the transition on Jan. 1, 2022:

1. Register for and access the Medi-Cal Rx secure provider portal.
2. Complete any necessary training and education modules to know how to help members access their pharmacy benefits including how to submit a prior authorization or appeal.
3. Educate office staff on new phone numbers, web portal, etc.



SECTION 4:

Enhanced Care Management and Community Supports

The Medi-Cal program is poised to undergo a significant transformation starting on Jan. 1, 2022. The initiative, known as California Advancing and Innovating Medi-Cal (CalAIM), will change how the state delivers services to Medi-Cal beneficiaries over the next five years. The first benefits that will be added to the Medi-Cal program under CalAIM are Enhanced Care Management (ECM) and Community Supports (CS), which are designed to coordinate the physical, behavioral, and social needs of Gold Coast Health Plan (GCHP) members who have the most complex conditions and require additional care. CalAIM builds upon Ventura County's experience with the Whole Person Care (WPC) pilot program, which uses a high-touch and in-person care approach to address impediments to health care due to social determinants of health (SDOH).

On Jan. 1, 2022, GCHP will launch its ECM benefit and CS options for members.

Enhanced Care Management (ECM)

ECM is intensive care management composed of a multidisciplinary team that addresses the clinical and non-clinical needs of GCHP members. The ECM benefit will be administered and overseen by GCHP but delivered by the Ventura County Health Care Agency (HCA). HCA will be responsible for conducting outreach and coordinating and managing care for members. Thus, ECM is a community-based, high-touch, on-the-ground, and primarily a face-to-face approach for members. HCA will also be responsible for several CS.

Community Supports (CS)

CS, formerly known as In Lieu of Services or ILOS, are cost-effective supportive services that may be substituted for existing Medi-Cal-covered benefits when appropriate and requested by the patient. The goal with CS is to reduce hospitalizations costs and address underlying drivers that result in poorer health outcomes. GCHP will offer a suite of housing services (deposits, transitional services, navigation, and tenancy and sustaining services), short-term post-hospitalization housing, recuperative care (medical respite), and medically tailored and supportive food, as of Jan. 1, 2022.

As we prepare to implement ECM and CS, we will be holding informational webinars and providing technical support to providers interested in becoming CS-contracted providers. In addition, we are in the process of launching an ECM/CS Advisory Committee to provide input on the contracting of CS services. Detailed information will be shared in the future.

GCHP is excited to work on these new benefits and programs with our providers and members. Most of all, we look forward to shaping better outcomes for our members, creating a healthier Ventura County, and improving the social determinants of health in the communities we live in.

SECTION 5:

Resumption of Facility Site Reviews (FSR) and Initial Health Assessments (IHA)

In 2020, Facility Site Review (FSR) and Initial Health Assessment (IHA) requirements were temporarily suspended due to the COVID-19 public health emergency.

Facility Site Reviews

As of June 30, 2021, the flexibilities provided in EO N-55-20 were terminated. Therefore, effective July 1, 2021, Gold Coast Health Plan (GCHP) was required to resume site review activities as detailed in APL 20-006, including in-person site reviews and similar monitoring activities.

In response, GCHP's facility site nurse reviewers have reinitiated FSR visits. Visits that were postponed in 2020, as well as those coming up, will be completed. The target date to get caught up is the end of Quarter 1, 2022. (This may be subject to change depending on pandemic restrictions, among other factors.) If your facility had a site visit that was postponed from March 2020 to the present, or have any site visits that are coming up, GCHP will contact your administration to coordinate the date of the visit.

Initial Health Assessments

Starting Oct. 1, 2021, guidance stated in the Sept. 9, 2021 revision of All Plan Letter 20-004, Emergency Guidance for Medi-Cal Managed Care Health Plans in Response to COVID-19, went into effect.

1. For members who became eligible Dec. 1, 2012 - Sept. 30, 2021.

Providers must begin resumption of IHA activities that were temporarily suspended during the period of Dec. 1, 2019 through Sept. 30, 2021. Members requiring outreach to schedule an IHA appointment include those who:

- Were newly enrolled since Dec. 1, 2019.
- Have not received an IHA.
- Do not meet exclusion criteria as detailed in the state Department of Health Care Services (DHCS) Policy Letter 08-003.
- Have not engaged in primary care or perinatal services since enrollment.
- Have an IHA or portions of an IHA still pending.

GCHP is awaiting further guidance from DHCS on the timeframe for completion of IHAs that were suspended due to the public health emergency.

2. For members who became eligible Oct. 1, 2021 and later.

For all members who are newly enrolled as of Oct. 1, 2021, providers are required to complete the IHA within the 120-day timeframe. The requirement to submit completed outreach logs to GCHP will resume on Feb. 1, 2022.

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, ATTN: Chandra Schlee RN, right after the 120-day period. Use email subject "IHA Outreach Log – [clinic name]."

GCHP RN reviewers will be reinitiating IHA medical record reviews to assess compliance and timeliness of IHA requirements. GCHP QI staff will be reaching out to your administration to coordinate these medical record reviews.

Thank you for your support and engagement in the resumed FSR and IHA activities. For any questions, email QualityImprovement@goldchp.org.

SECTION 6:

Blood Pressure Cuffs: A Gold Coast Health Plan (GCHP) Covered Benefit

The COVID-19 pandemic brought an unparalleled surge in the use of telehealth. Maintaining the option of telehealth visits remains critical to facilitating access to care, reducing risk for disease transmission, and easing strain on health care capacity and facilities while supporting continuity of care. This powerful method of care, however, is not without limitations. Given that vital signs, screenings, and point of care testing cannot be completed during a telehealth visit, other possible ways to capture these should be considered.

One missing element in telehealth visits is the ability to perform a blood pressure (BP) reading. This is of particular importance in patients diagnosed with hypertension. In Gold Coast Health Plan's (GCHP) measurement year (MY) 2020 Healthcare Effectiveness Data and Information Set (HEDIS®) Controlling High Blood Pressure (CBP) measure medical record review, a trend was identified in which a documented BP was often missing because the patient was only seen via telehealth visits. For MY 2020, the CBP rate scored in the 25th percentile, with only 54% of members with adequately controlled blood pressure. The National Committee for Quality Assurance (NCQA) revised the CBP measure specifications in 2020 to allow providers to report patient-collected BPs from home monitoring devices. However, medical record reviews revealed **low utilization of blood pressure cuffs** by members and providers.

Blood pressure monitors are a **covered benefit** for GCHP members and serve as a valuable tool for patient self-monitoring, reporting, and condition management in collaboration with their provider. The cuffs are available and may be supplied by local pharmacies or durable medical equipment (DME) suppliers with a prescription. Members may pick it up or have it delivered to their home address. The GCHP benefit covers one new home BP monitor every five years. Pharmacies and DME suppliers should submit a medical claim and use HCPCS Code A4670 (automatic blood pressure monitor).



SECTION 7:

November 2021: Great American Smokeout

November 2021: Great American Smokeout

This year's **Great American Smokeout**, a day dedicated to encouraging people to quit smoking, is on Nov. 18. Learn more about the Great American Smokeout on the American Cancer Society [website](#). Help members take an important step towards leading a healthier lifestyle and reducing their risk of cancer and other lung injuries.



**YOU DON'T
HAVE TO
STOP
SMOKING
IN ONE DAY.
START WITH
DAY ONE.**

Quitting smoking isn't easy. It takes time. And a plan. You don't have to stop smoking in one day. Start with day one. Let the Great American Smokeout® event on the third Thursday in November be day one of your journey toward a smoke-free life. You'll be joining thousands of people across the country who smoke in taking an important step toward a healthier life and reducing your cancer risk. Plus, the American Cancer Society can help you access the resources and support you need to quit. Quitting starts here.

Learn more at cancer.org/smokeout or call 1-800-227-2345.

 American Cancer Society®



©2021 American Cancer Society, Inc. No. 012189
Models used for illustrative purposes only.

SECTION 8:

Gold Coast Health Plan and AmericasHealth Plan Partner on Three-Year Medi-Cal Pilot Program

Nov. 1, 2021, was the first date of active enrollment in a three-year pilot program developed by Gold Coast Health Plan (GCHP) and AmericasHealth Plan (AHP). The pilot program gives up to 10,000 GCHP members the option of choosing AHP, a subsidiary of Clinicas del Camino Real, Inc. (Clinicas), as the administrator of their health care benefits. The program was approved by the state regulatory agencies that oversee Clinicas (the Department of Managed Health Care) and GCHP (the Department of Health Care Services).

Enrollees in the pilot program will have access to AHP's network of medical, dental, optical, preventive, specialty, ancillary, and institutional providers, including all of the facilities and providers within the Clinicas system. AHP will maintain access to GCHP's providers for pharmacy, transportation, and mental health services, and to its 24-hour advice nurse line. Though no additional Medi-Cal Benefits are available to enrollees, the pilot program was designed by AHP and GCHP to expand member choice and demonstrate improved health and quality outcomes from a Plan-to-Plan collaboration. GCHP is still contracted with Clinicas and the access for GCHP members not enrolled in the pilot will remain unchanged.

Full-benefit members who are interested in participating in the pilot must opt in by returning the provided AHP Selection Form (administrative and restricted members are not part of this pilot program). GCHP's Member Services team reviews, validates, and processes the opt-in forms and assigns the members to AHP. The assignment goes into effect on the first day of the month following receipt of the form. AHP will be issuing its own ID cards, Member Handbook, and Provider Directory to its assigned members. Members have the right to opt out of the pilot and return to their GCHP provider at any time by contacting GCHP's Member Services Department.

If you or your patients have any questions about the pilot program, please email ProviderRelations@goldchp.org or call Customer Service at 1-888-301-1228.

SECTION 9:

New Member Incentive Program Flyer

Gold Coast Health Plan (GCHP) recently created a flyer highlighting its three member incentive programs: Annual Well-Care Visit, Cervical Cancer Screening and Asthma Exam. This one-page flyer is a convenient promotional piece for use by provider offices as a reminder to GCHP patients of the available member incentive programs.

The flyer and member incentive forms can be found on the GCHP website under For Members > Member Resources > Member Rewards or by [clicking here](#).

Thank you for helping GCHP members get rewarded for taking care of their health! For more information on the member incentive programs, contact the Quality Improvement Department at QualityImprovement@goldchp.org.



Member Rewards

Earn a gift card for taking care of your health!



Child and Adolescent Well-Care Exam	Cervical Cancer Screening	Asthma Exam
<p>Members 3 to 21 years of age can earn a \$15 gift card for completing a yearly well-care exam.</p>	<p>Female members 21 to 64 years of age can earn a \$25 gift card for completing a routine screening for cervical cancer (pap smear).</p>	<p>Members 5 to 64 years of age who have been diagnosed with asthma can earn a \$40 gift card for completing a yearly asthma check-up.</p>

These exams are free for members and can help keep you healthy. Make an appointment with your doctor today!

For more information, visit www.goldcoasthealthplan.org/for-members/member-resources/#memberrewards

If you have any questions, GCHP's Member Services team can help! The team is available Monday through Friday between 8 a.m. and 5 p.m., except holidays. Call 1-888-301-1228. If you use a TTY, call 1-800-310-7347.

Statement of Nondiscrimination and Language Assistance | Declaración de No Discriminación y Asistencia Lingüística
 Gold Coast Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
 Gold Coast Health Plan cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.
 Gold Coast Health Plan 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。
 ATENCIÓN: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-301-1228 (TTY: 1-888-310-7347).
 ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-301-1228 (TTY: 1-888-310-7347).
 注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-301-1228 (TTY: 1-888-310-7347)。

SECTION 10:

Health Education

Help Gold Coast Health Plan (GCHP) Members with Asthma


Gold Coast Health Plan's (GCHP) goal is to help its providers gain compliance with their annual Managed Care Accountability Set (MCAS) scores by providing guidance and resources. The 2021 MCAS measure for Asthma Medication Ratio (AMR) assess "the percentage of members ages 5 to 64 who were identified as having persistent asthma and had a ratio of controller medications to total asthma medications of 0.50 or greater during the measurement year."

In 2021, GCHP conducted its annual Population Needs Assessment (PNA). Both quantitative and qualitative data findings were used to prepare the PNA objectives. Asthma was a measure included in the 2021 PNA, with the objective to "increase the percentage from 48.52% to 50.52% (2%) of members, 5-64 years of age with a diagnosis of persistent asthma, who had a ≥ 0.50 ratio of controller medications to total asthma medications during the measurement year" by Dec. 31, 2021.

GCHP has launched multiple projects to improve the health of its members with asthma through internal department collaboration and partnerships with external stakeholders. These projects include:

- Asthma Exam Member Incentive:** This incentive offers members 5 to 64 years of age who have been diagnosed with persistent asthma a \$40 gift card to Target, Wal-Mart or Amazon for completing a clinic visit. This visit must include an asthma exam, a new or updated asthma action plan, and a review of asthma medication. The exam must be completed by Dec. 31, 2021. The [Asthma Member Incentive Form](#) is available on the GCHP website.
- Asthma Action Plan:** GCHP's Health Education Department created a fillable asthma action plan for members. Providers and members can download the [GCHP Asthma Action Plan](#) in English and Spanish, available on GCHP's Health Education webpage.

Get a Free Gift Card!
¡Reciba una Tarjeta de Regalo Gratis!



Get a \$40 gift card for completing an asthma exam! Gold Coast Health Plan (GCHP) values your health. Children and adults with asthma should meet with their doctor at least once a year or more often if they are having asthma symptoms.

To get your \$40 gift card, you must meet these requirements:

- Be a GCHP member with full-scope Medi-Cal benefits between 5 to 64 years of age and have asthma.
- Complete the following during an office or telehealth visit with your health care provider by **December 31, 2021**:
 - Asthma health exam
 - Create or update an Asthma Action Plan
 - Review asthma medications
- Fill out this form and have your health care provider complete and sign the back of the form.
- Send the form by mail or fax to GCHP by **January 31, 2022**.

Limit one card per member per year. It may take up to 4 weeks after GCHP receives your completed form for you to get your gift card in the mail.

If you have any questions, call Gold Coast Health Plan at 1-888-301-1228 / TTY 1-888-310-7347 Monday through Friday from 8 a.m. to 5 p.m.


(Obtenga una tarjeta de regalo de \$40 por completar un examen de asma! Gold Coast Health Plan (GCHP) valora su salud. Los niños y los adultos con asma deben reunirse con su médico por lo menos una vez al año o con más frecuencia si están teniendo síntomas de asma.


Para recibir su tarjeta de regalo de \$40, usted debe cumplir estos requisitos:

- Ser miembro de GCHP con beneficios de Medi-Cal completos, entre 5 a 64 años de edad y tener asma.
- Completar lo siguiente durante una visita al consultorio o una consulta de tele salud con su proveedor de atención médica antes del **31 de diciembre de 2021**:
 - Examen de asma
 - Crear o actualizar un Plan de acción para el asma
 - Revisar los medicamentos para el asma
- Completar este formulario y hacer que su proveedor de atención médica lo complete y lo firme en el reverso.
- Enviar el formulario por correo postal o fax a GCHP antes del **31 de enero de 2022**.

Límite de una sola tarjeta por miembro por año. Puede tomar hasta 4 a 6 semanas después de que GCHP reciba su formulario completo para que reciba su tarjeta de regalo por correo.

Si tiene alguna pregunta, llame a Gold Coast Health Plan al 1-888-301-1228 / TTY 1-888-310-7347 de lunes a viernes de 8 a.m. a 5 p.m.


www.goldcoasthealthplan.org



Integrity • Accountability • Collaboration • Treat • Respect

ASTHMA ACTION PLAN

Name: _____ Date: _____
 Doctor: _____ Doctor's Phone Number: _____

GREEN ZONE • Doing Well

Symptoms: No cough, wheeze, chest tightness, or shortness of breath during the day or night. Can do usual activities.

Peak Flow: _____ (more than 80% of personal best)

My best peak flow is: _____

Take these long-term control medicines each day (include an anti-inflammatory).

Medicine	How much to take	When to take it
_____	_____	_____

Before exercise _____ puffs 5 minutes before exercise _____

YELLOW ZONE • Asthma is Getting Worse

Symptoms: Cough, wheeze, chest tightness, shortness of breath, waking at night, can do some, but not all, usual activities.

Peak Flow: _____ to _____ (between 50% to 79% of personal best)

1. Add Quick Relief Medicine and keep taking your GREEN ZONE medicine

Take _____ puffs every 20 minutes for up to 1 hour. Nebulizer once

2. If your symptoms (and peak flow, if used) return to GREEN ZONE after 1 hour of above treatment

Continue monitoring to be sure you stay in the green zone.

If your symptoms (and peak flow, if used) do not return to GREEN ZONE after 1 hour of above treatment:

Take _____ puffs or Nebulizer

Add _____ puffs (oral steroid) mg per day. For _____ (3 to 10) days.

Call the doctor before / within _____ hours after taking the oral steroid.

RED ZONE • Medical Alert!

Symptoms: Very short of breath, quick relief medicines have not helped, cannot do usual activities, symptoms are the same or get worse after 24 hours in Yellow Zone.

Peak Flow: _____ (less than 50% of personal best)

Take this medicine:

Take _____ puffs or Nebulizer / _____ (oral steroid) mg.

Then call your doctor NOW. Call 911 if:

You are still in the red zone after 15 minutes AND You have not reached your doctor.

DANGER SIGNS: • Trouble walking and talking due to shortness of breath. Take _____ puffs of your quick-relief medicine.

- Lips or fingernails are blue.
- Go to the hospital or call 911.
- Call your doctor _____ (phone).

24-Hour Advice Nurse Line: 1-800-437-5001 / 1-877-431-1700 (toll free). If you use a TTY, call 711.
 Member Services: 1-888-301-1228. If you use a TTY, call 1-888-310-7347.

GCHP's primary care providers (PCP) will be receiving a packet in the mail with asthma action plan notepads and the asthma exam member incentive form to complete with GCHP members who have asthma.

Talk to Youth About E-Cigarette Use

A recent [Centers for Disease Control and Prevention \(CDC\) article](#) took a look at the issue of youth [e-cigarette](#) use. About 1 in 5 high school students and 1 in 20 middle school students reported using e-cigarettes in 2020, according to the CDC. Now is an important time to help students and youth understand the serious health risks of using e-cigarettes.



Compared with older adults, the brains of youth and young adults are more vulnerable to nicotine's harmful health effects. These include nicotine addiction and the potential reduction of impulse control, mood disorders, and poor attention and thinking skills.

Many youth and young adults who use e-cigarettes also smoke regular cigarettes and use other tobacco products. Young people who use e-cigarettes may be more likely to smoke regular cigarettes later in life. E-cigarette use can also increase the risk for future addiction to other drugs. GCHP encourages providers to help members take an important step toward a healthier life and reduce their risk of cancer and other lung injuries. Smoking cessation resources are available in English and Spanish on the [GCHP website](#).

Source: Centers for Disease Control and Prevention (CDC)

November: Diabetes Awareness Month

November is Diabetes Awareness Month, and GCHP would like providers to encourage members to take an extra step in managing their diabetes. The Health Education Department will soon begin diabetes prevention outreach, which includes sending members a [diabetes exam flyer](#).

My Diabetes Exam Record



Gold Coast Health Plan (GCHP) values your health. This diabetes care schedule can help you plan your doctor visits. You can also take this form to your doctor to check which tests or exams you need. Once completed, keep this form for your records.

Tests & Exams	How often	Your Exam / Test Dates
Blood pressure check	Every clinic visit	
HbA1c: Blood sugar test	Every 3 months	
Cholesterol check	Every year	
Dilated retinal eye exam	Every year	
Kidney function test	Every year	
Diabetic foot exam	Every year	

You can also stay healthy by learning how to:

- Manage your blood sugar.
- Eat healthy and plan your meals.
- Stay active.



For more information, call GCHP's Health Education Department Monday through Friday from 8 a.m. to 5 p.m. at 1-805-437-5718. If you use a TTY, call 1-888-310-7347. To reach the Advice Nurse Line 24 hours a day, seven days a week, call 1-877-431-1700 / TTY 711. For free health education materials, visit GCHP's website: www.goldcoasthealthplan.org/health-library/tools.

Statement of Nondiscrimination and Language Assistance | Declaración de No Discriminación y Asistencia Lingüística
Gold Coast Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
Gold Coast Health Plan cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.
Gold Coast Health Plan 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。
ATENCIÓN: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-301-1228 (TTY: 1-888-310-7347).
ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-301-1228 (TTY: 1-888-310-7347).
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-301-1228 (TTY: 1-888-310-7347)。

Mi historial médico de diabetes



Su salud es muy importante para Gold Coast Health Plan (GCHP). Para ayudarlo a planificar sus consultas con el médico, hemos creado este programa de atención para la diabetes. También puede mostrarle este formulario a su médico para saber cuáles pruebas o exámenes necesita. Una vez completado, mantenga este formulario para sus registros.

Pruebas y exámenes	Frecuencia	Fechas de sus pruebas o exámenes
Chequeo de la presión arterial	En cada visita a la clínica	
HbA1c: Examen de azúcar en sangre	Cada 3 meses	
Chequeo del colesterol	Cada año	
Examen ocular de la retina dilatada	Cada año	
Examen de la función renal	Cada año	
Examen de pie diabético	Cada año	

También puede mantenerse saludable al aprender a:

- Manejar su nivel de azúcar en la sangre.
- Comer saludable y planificar las comidas.
- Mantenerse activo.



Para más información, llame al Departamento de Educación para la Salud de GCHP al 1-805-437-5718, de lunes a viernes de 8 a.m. a 5 p.m. Si utiliza un TTY, llame al 1-888-310-7347. Para comunicarse con la Línea de Asesoría de Enfermeras las 24 horas del día, los siete días de la semana, llame al 1-877-431-1700 / TTY 711. Para obtener materiales gratuitos de educación para la salud, visite el sitio web de GCHP: www.es.goldcoasthealthplan.org/health-library-spanish/

Statement of Nondiscrimination and Language Assistance | Declaración de No Discriminación y Asistencia Lingüística
Gold Coast Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
Gold Coast Health Plan cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.
Gold Coast Health Plan 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。
ATENCIÓN: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-301-1228 (TTY: 1-888-310-7347).
ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-301-1228 (TTY: 1-888-310-7347).
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-301-1228 (TTY: 1-888-310-7347)。

GCHP Health Navigators can provide members with health education materials including online and community resources, diabetes education booklets, and offer telephonic or virtual classes such as the [Chronic Disease Self-Management Program](#), available in English or Spanish.

For additional information or to request Health Education services, 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. You may download the [Health Education Referral Form here](#).

SECTION 11:

Cultural and Linguistic Services

2021 Population Needs Assessment

In 2021, Gold Coast Health Plan (GCHP) conducted its annual Population Needs Assessment (PNA). Both quantitative and qualitative data findings were used to prepare the PNA objectives. An objective related to cultural competency awareness was included in the 2021 PNA report. This PNA objective states: “By Dec. 31, 2021, implement a provider cultural competency training and increase awareness by 2%.”

Cultural Competency Training in Health Care

GCHP is required to provide annual cultural competency training to staff, participating network providers and delegated entities. The training is mandated by the state Department of Health Care Services (DHCS) and the Centers for Medicare & Medicaid Services (CMS) to ensure staff, providers and delegated entities are meeting the unique and diverse needs of all members. All providers and GCHP staff must complete this training.

GCHP has launched a cultural competency online training as part of the PNA strategies. The training helps providers and staff work with vulnerable populations and increase awareness of the diverse health care needs of our members. To access the training, [click here](#).

Reminder!

Providers and their staff are required to complete a cultural competency training. Those who have already completed a cultural competency training will need to fill out the [Cultural Competency Training Acknowledgment Form](#) and submit it to GCHP’s Cultural and Linguistic Services at CulturalLinguistics@goldchp.org.

Cultural Competency Training and Resources

Gold Coast Health Plan

- [Cultural Competency Training](#)

U.S. Department of Health and Human Services’ Think Cultural Health

- [A Physician Practical Guide to Culturally Competent Care](#)

U.S. Department of Health and Human Services Office of Minority Health

- [The National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care \(The National CLAS Standards\)](#)

For additional information, trainings, and resources, visit the GCHP website or contact GCHP’s 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.



51 Provider Operations Bulletin

NOVEMBER 2021

For additional information, contact Customer Service at 1-888-301-1228.
Gold Coast Health Plan
711 East Daily Drive, Suite 106, Camarillo, CA 93010
www.goldcoasthealthplan.org