



**Gold Coast  
Health Plan**<sup>SM</sup>  
A Public Entity

# Provider Operations Bulletin

MAY 2023

[www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org)

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**SECTION 1:**

# First Level Provider Dispute Process

Gold Coast Health Plan (GCHP) offers Provider Dispute Resolutions (PDR) to resolve provider's claims-related issues. Providers have the right to file a dispute regarding administrative, contract, claims or payment issues. The provider dispute must be filed by submitting a [Provider Claim Reconsideration Form](#) within 365 calendar days of the action or decision being disputed.

Requesting the reprocessing of a claim without first filing a Provider Dispute bypasses the dispute process, which is defined in the [GCHP Provider Manual](#).

A Provider Dispute should be submitted as the first step if you do not agree with the processing of a claim before pursuing other available options.

Below are some examples of concerns that can be addressed through GCHP's PDR process:

- A claim was underpaid.
- A claim was overpaid due to payment or billing error.
- A procedure was denied as inclusive to another procedure in error.
- A corrected claim where a previous payment was made.
- Utilization management decisions once a service has been provided.

PDRs are submitted by completing the Provider Claim Reconsideration Form located on the GCHP website.

Claim disputes submitted with incomplete information will be returned to the provider along with a clear identification of the missing information that is necessary for the review and resolution of the dispute. Please note, if the dispute does not include an attached Provider Claim Reconsideration Form, the dispute request will be returned to the provider. Providers have 30 working days after the receipt of a returned provider dispute to resubmit the amended dispute with the additional information. If the additional information is not submitted, or not submitted timely, the dispute is closed without further action.



## SECTION 2:

# Launch of the Population Health Management Program and Updated Requirements Regarding Individual Health Assessments and Transitional Care Services

In Jan. 2023, the state Department of Health Care Services (DHCS) launched the Population Health Management (PHM) Program, a cornerstone of California Advancing and Innovating Medi-Cal (CalAIM). Many of the components of the PHM program were already in place at Gold Coast Health Plan (GCHP) and other Medi-Cal Managed Care Plans (MCPs) prior to the launch of CalAIM. However, some requirements have changed or were added to benefit our members. Consistent with DHCS' objectives, GCHP's PHM Program is being designed to ensure that all members have access to a comprehensive set of services based on their needs and preferences across the continuum of care. This leads to longer, happier lives and improved health outcomes.

Specifically, the PHM Program intends to:

- Build trust with and meaningfully engage members in managing and improving their health.
- Gather, share, and assess timely and accurate data to identify opportunities for intervention through processes such as data-driven risk stratification, predictive analytics, identification of gaps in care, and standardized assessment processes.
- Address upstream drivers of health through integration with public health and social services.
- Support all members in staying healthy.
- Provide care management services for members at higher risk of poor outcomes.
- Provide transitional care services (TCS) for members transferring from one setting or level of care to another;
- Reduce health disparities.
- Identify and mitigate Social Determinants of Health (SDOH).

GCHP is currently in the building phase for its PHM program. We will continue to improve the depth and breadth of services available to our members as we learn more about their needs and characteristics through a data-driven approach.

## Individual Health Assessment Becomes Individual Health Appointments

As of Jan. 1, 2023, DHCS has transitioned the requirement for the Individual Health Assessment to the Individual Health Appointment (IHA). The new IHA requirement states that each primary care provider (PCP) must complete and periodically re-administer a comprehensive IHA, in accordance with the DHCS PHM Policy Guide, for all newly-assigned members within 120 days of the member's enrollment. The IHA is not necessary if the member's PCP determines that the member's medical record contains complete information that was updated within the previous 12 months. The IHA must be provided in a way that is culturally and linguistically appropriate for the member. PCPs shall offer translation, interpretation, and accommodations for any disability, if necessary. PCPs and their staff may contact GCHP's Cultural and Linguistic Department at [CulturalLinguistics@goldchp.org](mailto:CulturalLinguistics@goldchp.org) for more information.

PCPs will continue to receive monthly lists of newly-assigned members to assess the need for an IHA. PCPs must conduct outreach to members requiring a visit within 120 days of enrollment. The IHA must be documented in the member's medical record and include the following:

1. A history of the member's physical and mental health.
2. Identification of risks.

3. An assessment of need for preventative screens or services.
4. Health education.
5. The diagnosis and plan for treatment of any diseases.

As part of the PHM monitoring approach, GCHP will track primary care visits as a proxy for the IHA leveraging Managed Care Accountability Set (MCAS) measures specific to infant and child / adolescent well-child visits and adult preventive visits. CPT or HCPCS codes within the PCP visit claims that indicate an IHA was conducted will also be monitored. For children, primary care visits and childhood screenings, including but not limited to, screenings for ACEs, developmental, depression, autism, vision, hearing, lead, and substance use disorder (SUD) will be assessed.

## IHA Resources

While not required, GCHP recommends utilizing the Staying Healthy Assessment forms as tools to help meet the requirements for an IHA. Those forms and other resources are available on the GCHP website.

IHA-related websites:

- [Staying Healthy Assessment Forms](#)
- [Bright Futures Periodicity Table](#)
- [United States Preventative Services Task Force](#)

Providers and their staff can contact GCHP's Quality Improvement Department for continuing education and training related to the IHA at [QualityImprovement@goldchp.org](mailto:QualityImprovement@goldchp.org).

## Providing Transitional Care Services for High-Risk Members

Per the [DHCS PHM Policy Guide](#), care transitions are defined as a member transferring from one setting or level of care to another. This includes, but is not limited to, discharges from hospitals, institutions, other acute care facilities, and skilled nursing facilities (SNFs) to home- or community-based settings, Community Supports (CS), post-acute care facilities, or long-term care (LTC) settings. As part of the PHM program requirements, GCHP is responsible for ensuring that transitional care services (TCS) are provided to all "high risk" members beginning in January 2023 and for all members beginning in January 2024. GCHP is currently working on the development of a care transition team that will work with providers and hospitals to ensure members receive access to the services and supports needed to ensure a successful care transition. Additional information on the roles and responsibilities of this team will be shared in future bulletins.

## SECTION 3:

# Health Education

Gold Coast Health Plan (GCHP) offers free health education services to help members achieve a healthy lifestyle. Health education services are designed to ensure that all members have access to health education programs, health promotion materials and classes. You can access our member resources by visiting the [GCHP Health Education webpage](#). Members can access resources including health education materials and flyers in English and 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](mailto:HealthEducation@goldchp.org).

## Healthwise Health Education Resources

Gold Coast Health Plan (GCHP) recently established a partnership with Healthwise, a leader in evidence-based health education, self-management health promotion tools. Healthwise offers interactive health education resources to members and providers at no cost. The Healthwise knowledgebase offers member-friendly information about health conditions, symptoms, tests, and treatments. There are more than 8,000 topics and materials in English and Spanish, including videos that provide quick and easy ways to explain complex health issues. Healthwise is a Medi-Cal certified provider. Stay tuned for more information.

## Nutrition Information

GCHP offers a wide variety of nutrition-related health education materials for all ages. Some of these resources come from MyPlate and The Dairy Council of California. Providers may order materials from these sites and can also refer members to GCHP's Health Education Department to request materials.

## Asthma Action Plan

GCHP understands the importance of members keeping their asthma under control. Our Health Education Department offers a variety of asthma materials for members and our team can provide asthma action plan notepads to have available when talking to members about asthma. Providers can download the [asthma action plan](#) from the GCHP website. Contact the Health Education Department to have materials sent to your office.

## Talk. Test. Treat your patients for Sexually Transmitted Infections (STIs)

While the idea of [Talk. Test. Treat.](#) is simple, STI prevention and treatment can actually be difficult when it comes to testing patients for STIs. GCHP encourages providers to review the following ways to engage and empower patients to take charge of their sexual health.

### Talk.

Talking about sexual health can be challenging, but studies show that patients want to be asked about sex.

- Foster a trusting environment with an inclusive office.
- Assure patients it is a confidential conversation.
- Normalize sexual health questions as part of overall health and well-being.

**Test.**

Screening recommendations:

- All women under the age of 25 should be tested for gonorrhea and chlamydia every year. Universal urine testing helps avoid missed opportunities.
- Everyone who is pregnant should be tested for syphilis, HIV, Hep B, Hep C, chlamydia and gonorrhea.
- All sexually active gay, bisexual and other men who have sex with men should be tested once a year for all STIs.

Once a patient is tested, make sure they know how they will get their results.

**Treat.**

The [2021 STI Treatment Guidelines](#) are the most current recommendations for treating patients who have, or who are at risk of, infection.

## Resources

Providing health education material to members may help providers start the conversation and provide members with information they might not know or answer questions they may be too embarrassed to ask. The Centers for Disease Control and Prevention (CDC) website offers provider resources that can be printed or ordered. Providers can also refer members to GCHP for additional materials, including booklets, pamphlets, and handouts, such as *Prevent Sexually Transmitted Diseases*, *Protect Yourself – Chlamydia the Facts*, *Girls, Boys, and HPV Vaccine*, and more.

## Approved Companies for Written Health Education Materials

Providers may purchase and use materials approved by the state Department of Health Care Services (DHCS) that have been developed by the following companies:

- ETR Associates
- Healthwise, Inc.
- FDB Health
- Channing Bete Company, Inc.
- Dairy Council of California
- Institute for Healthcare Advancement
- Krames / StayWell (Only documents on the Krames approved list dated September 27, 2018)
- MCG
- ViewMedica

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](mailto:HealthEducation@goldchp.org).

## SECTION 4:

# Cultural and Linguistic Services

## Bilingual Fluency Assessment Reminder

Gold Coast Health Plan (GCHP) reminds providers about the importance of ensuring bilingual staff working positions that require bilingual fluency skills are assessed in a standard process. Providers should ensure bilingual staff are proficient in Spanish and have a knowledge of general terminology commonly used in health care settings.

For additional information, trainings, resources or to request language assistance services, 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](mailto:CulturalLinguistics@goldchp.org).





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For additional information, contact Customer Service at 1-888-301-1228.  
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