



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

Provider Operations Bulletin

FEBRUARY 2026

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 GCHP Provider Services at 1-888-301-1228 and request to speak to your Provider Relations representative.

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SECTION 1:

Measurement Year 2025 MCAS/HEDIS® Medical Record Collection Kick Off

The annual project to collect medical records for the Managed Care Accountability Set (MCAS) and Healthcare Effectiveness Data and Information Set (HEDIS®) measures will take place February through early May 2026. Gold Coast Health Plan (GCHP) has partnered with Virtix Health to manage the HEDIS medical record data abstraction.

During that time, most medical records will be collected through remote electronic health record (EHR) access, but Virtix Health may also request copies of medical records that providers can return via mail, fax, or upload to a secure portal.

Your cooperation in extending Virtix Health, your professional courtesy and prompt attention is very much appreciated. Thank you for partnering with us to improve the health of individuals, families, and communities.

If you have questions or concerns about this process, please contact the Quality Improvement Department at qualityimprovement@goldchp.org.

SECTION 2:

New Asthma Measure

Beginning in Measurement Year (MY) 2026, the National Committee for Quality Assurance (NCQA) replaced the Asthma Medication Ratio (AMR) HEDIS measure with the new asthma measure called Follow-Up After Acute and Urgent Care Visits for Asthma (AAF-E) that focuses on ensuring patients 5 to 64 years of age receive timely follow-up care within 30 days of an emergency department (ED), urgent care, or inpatient visit for asthma. By centering on the clinician-patient relationship and appropriate follow-up, AAF-E seeks to improve long-term asthma management and reduce future acute care utilization.

AAF-E is included in the Managed Care Accountability Set (MCAS) measures that Gold Coast Health Plan (GCHP) will report in MY 2026, but it will not be held to the state Department of Health Care Services (DHCS) Minimum Performance Level (MPL) requirement.

Providers can improve their AAF-E rates by focusing on timely follow-up, care coordination, patient education, and documentation / coding accuracy.

Improve Timely Follow-Up Within 30 Days

- Implement EHR triggers that notify providers and care managers when a patient with a known asthma diagnosis is discharged from the ED, urgent care, or hospital.
- Schedule follow-up visits before the patient leaves the ED, urgent care, or hospital or contact them within 48 hours of discharge.
- Offer telehealth visits for the follow-up appointments to reduce barriers to access, ensuring the visit still meets the coding criteria for asthma care.

Strengthen Care Coordination and Education

- Ensure every patient has a written Asthma Action Plan and understands how to use it, particularly following an exacerbation.
- Leverage asthma educators and case managers to conduct follow-up, educate on inhaler technique, and review symptom management.
- Perform medication reconciliation at the follow-up visit, ensuring the patient understands the difference between controller and rescue medications.
- Provide education on identifying and avoiding personal asthma triggers, such as environmental allergies. Click here for GCHP's health education resources including the Asthma: Take Control of Your Breathing flyer.

Optimize Documentation and Coding

- Ensure that the follow-up visit documentation is coded with an asthma diagnosis and is recorded in the electronic health record.
- Record asthma severity (intermittent, mildly persistent, moderately persistent, or severe) at each visit.

Asthma: Take Control of Your Breathing

Asthma is a chronic condition that causes swelling and narrowing of the airways in the lungs, making it hard to breathe.

These tips can help you **manage your asthma so you can feel better and breathe easier.**



| | |
|--|--|
| <p>Schedule routine asthma check-ups with your doctor</p> | <ul style="list-style-type: none"> • Check if your asthma is under control or has gotten worse. • Adjust asthma medications, if needed. • Update your asthma action plan. • Follow your doctor's instructions to help control your asthma. |
| <p>See your doctor within 30 days after an urgent care or inpatient visit</p> | <ul style="list-style-type: none"> • If you go to the emergency room, urgent care, or hospital for asthma, see your doctor within 30 days. Your doctor will: <ul style="list-style-type: none"> ◦ Check your medications. ◦ Review or create an asthma action plan. ◦ Help manage your asthma triggers to prevent future asthma attacks. |
| <p>Follow an asthma action plan</p> | <ul style="list-style-type: none"> • Your doctor will make a personal plan to help control your asthma. • It lists your asthma medications, dosages, and when to use. • It identifies your asthma triggers and how to manage symptoms, such as wheezing, coughing, shortness of breath, and chest tightness. • It tells you what to do during an asthma attack. |
| <p>Take asthma medications as prescribed</p> | <ul style="list-style-type: none"> • Controller medications are taken daily, even if you don't have symptoms; they prevent asthma attacks. • Rescue / reliever medications are taken when you have asthma symptoms or an asthma attack. |
| <p>Use asthma supplies (Covered by Medi-Cal Rx)</p> | <ul style="list-style-type: none"> • A spacer is a tube you attach to an inhaler that helps you breathe the medicine into your lungs. • Peak flow meters check how well you are breathing. • Ask your doctor what tools you need. |
| <p>Avoid asthma triggers</p> | <ul style="list-style-type: none"> • Know what triggers your asthma and try to avoid these triggers. • Triggers can be allergens, smoke, exercise, poor air quality, chemicals, and infections like colds and flu. • Follow up with your doctor if your asthma symptoms get worse. |


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SECTION 3:

Provider Resources: Quality Measure Tip Sheets, FAQ's and Reference Guide

To help providers understand measure specifications and ensure peak measure performance outcomes, Gold Coast Health Plan Total Care Advantage (HMO D-SNP) has developed measure tip sheets, a quick reference guide, and frequently asked questions (FAQs) regarding the state Department of Health Care Services (DHCS) Managed Care Accountability Set (MCAS) and Dual Eligible Special Needs Plan (D-SNP) measures.

- **Measure tip sheets:** Each measure has a tip sheet that includes the measure description, applicable billing codes and exclusions, the data collection method, and best practices for clinics to consider implementing into their practice workflow.
- **Quick Reference Guide:** This document provides a condensed version of the measures and their specifications for easy viewing.
- **Frequently Asked Questions (FAQs):** There are two FAQs available, one for the MCAS measure set list and one for the D-SNP Star measure set list to answer additional questions.

These materials are available on the GCHP website for viewing and downloading:

<https://www.goldcoasthealthplan.org/for-providers/quality-improvement/managed-care-accountability-set-measures/>

For any questions regarding the quality performance measures, please email the Quality Improvement department at QualityImprovement@goldchp.org.

SECTION 4:

2026 Member Rewards

Gold Coast Health Plan (GCHP) will continue the member rewards program in 2026. Investing in our members is a key priority for GCHP and supports our mission to improve the health of our members through the provision of high-quality care and services. Members that complete their recommended health screenings and preventive care exams will be rewarded throughout 2026. All programs will continue to be in-house (members complete and return incentive forms by mail, fax, or email to GCHP for gift cards to be mailed to them) as well as some at point-of-care (members receive their gift card at time of service).

| Program | Requirements | Gift Card Value |
|---|--|-----------------|
| Lead Screening | Members 0 to 2 years of age who complete a blood lead test on or before their second birthday in 2026. | \$25 |
| Child and Adolescent Well-Care Visits | Members 3 to 21 years of age who complete a well-care visit with a primary care physician in 2026. | \$25 |
| Flu Shot | Members 6 months to 2 years of age who complete a flu shot on or before their second birthday in 2026. | \$25 |
| Human Papillomavirus (HPV) Vaccine – 2nd dose | Members 9 to 13 years of age who complete their second dose of the HPV vaccine series in 2026. | \$25 |
| Cervical Cancer Screening | Female members 21 to 64 years of age who complete a cervical cancer screening (pap test) in 2026. | \$50 |
| Breast Cancer Screening | Female members 40 to 74 years of age who complete a breast cancer screening (mammogram) in 2026. | \$50 |

Point of Care Program

Some of the above listed incentives are offered at point of care (POC) where a member can receive their gift card at the time the service or screening is rendered. We are proud to note that the POC program is in place at 50 clinics/facilities throughout Ventura County. Lead Screening for Children is the newest program offered at POC, initiated in October 2025.

Total Care Advantage

GCHP is excited to announce the member rewards program offered to members enrolled in our new Dual Eligible Special Needs Plan (D-SNP), Gold Coast Health Plan Total Care Advantage (HMO D-SNP). This program is currently in-house only (members complete and return incentive forms by mail, fax, or email to GCHP for gift cards to be mailed to them). The D-SNP member incentive program will evolve over time based on the needs of the enrolled population.

| Program | Requirements | Gift Card Value |
|-------------------------|--|-----------------|
| Annual Health Visit | Members who have an annual health visit in 2026. | \$50 |
| Breast Cancer Screening | Female members 40 to 74 years of age who complete a breast cancer screening (mammogram) in 2026. | \$50 |
| HbA1c | Members 18 to 75 years of age with Type 1 or Type 2 diabetes who complete an HbA1c test. | \$50 |

Member Incentive Form

A member incentive form will be mailed to GCHP members who are eligible for any of the listed incentives beginning in March 2026 for Medi-Cal full-scope members and for all newly enrolled D-SNP members in February 2026.

Forms and other resources are also available online here.. Forms will be available on the Total Care Advantage website forthcoming.

Members, clinic staff, and community organizations can download this form for their use. GCHP can also provide print versions of the form to clinic staff, upon request.

We would like to extend our gratitude for your support of the member incentive program. The program is continuing to see unprecedented success due to your participation and commitment to providing high-quality care to our mutual members!

For questions about the member incentive program, please email the Quality Improvement department at QualityImprovement@goldchp.org.

SECTION 5:

Connect Gold Coast Health Plan (GCHP) Members to the Care they Need

Gold Coast Health Plan (GCHP) has established five MOUs and works closely with five key agencies to support the health and well-being of individuals and their families. Learn about each agency's programs and connect patients to the appropriate services more effectively to ensure they receive the care they need.

Ventura County Women, Infant, & Children (WIC): Provides nutrition education, breastfeeding support, and supplement foods to low-income pregnant women, new mothers, and children under the age of 5. You can find resources for WIC [here](#).

First 5 Ventura County: Promotes early development and family well-being from birth to age 5. Refer families with young children for [Neighborhood for Learning](#) programs, [Help Me Grow](#) for developmental support, and [Home Visiting Connections](#).

Ventura County Behavioral Health (VCBH): Offers mental health and substance use services for Ventura County residents. To access mental health or substance use services, patients can call the VCBH Access / Crisis Line: **1-866-998-2243**, 24 hours a day, 7 days a week. Providers can complete the [VCBH Referral Form](#) for specialty mental health services. You can also find local and national resources for mental health and wellness, substance use, and more [here](#).

Ventura County Public Health (VCPH): Leads in health initiatives to protect and promote the health and well-being of everyone in Ventura County. Refers patients to public health clinics for immunizations, Tuberculosis Specialty Clinic, and/or other preventive services. Refers patients to [Community Health Nursing Programs](#) who need support with maternal and child health services, home visits, and care coordination.

Tri Counties Regional Center (TCRC): Provides services and supports to individuals with developmental and intellectual disabilities in Ventura, Santa Barbara, and San Luis Obispo counties through the Early Start program for children ages 0 to 3 and continue to offer support throughout their lives. Refers patients to TCRC; assists patients to enroll for services [here](#).

For more information, refer members to GCHP's Health Education Department at **1-805-437-5961**, Monday through Friday, 8 a.m. to 5 p.m. (except holidays). If you use a TTY, call **711**.

To learn more about the MOUs, joint agency meetings, and annual reporting, click [here](#).

SECTION 6:

Understanding APL 25-016: Enhanced Requirements for Alternative Format Selection (AFS) for Members with Visual Impairments

In November 2025, the state Department of Health Care Services (DHCS) released [All Plan Letter \(APL\) 25-016 Alternative Format Selection for Members with Visual Impairments](#), updating guidelines for how Medi-Cal Managed Care Plans (MCPs) must provide alternative format selections (AFS) for members with visual impairments or other disabilities. These updates provide guidelines to ensure that vital health information remains accessible to all members with visual impairments or other disabilities requiring the provision of written materials in alternative formats, including appropriate auxiliary aids and services to a family member, friend, or associate of a member if required by the Americans with Disabilities Act (ADA), including if said individual is identified as the member's authorized representative (AR) or is someone with whom it is appropriate to communicate according to the member or as designated by law.

In compliance with the requirements set by the ADA, GCHP's subcontractors, downstream subcontractors, and network providers must comply with all applicable regulations, which prioritize providing information in accessible formats to ensure equal access to benefits and services upon request.

Below are descriptions of each alternative format:

- **Large print:** Large (no less than 20-point Arial font) size.
- **Audio CD:** Provides the ability to listen to notices and information, offering an auditory alternative to reading.
- **Data CD:** This allows for the use of computer software to read notices and other written information.
- **Braille:** Uses raised dots that can be read with fingers.

For full policy details, providers can review [APL 25-016](#) on the DHCS website.

Language Assistance Services

GCHP adheres to federal and state regulations that require health plans to provide limited English proficient (LEP), non-English speaking or monolingual members access to language assistance services at medical points of service at no cost to members.

Language Assistance Services Include:

- Interpreter and translation services. GCHP provides both written and oral interpretation services from a qualified interpreter, 24 hours a day, 7 days a week.
- Sign language interpreting services.
- Alternative formats (such as braille, 20-point font large print, audio, accessible electronic formats) and auxiliary aids and services for people with disabilities.

Members are **NOT** required to provide an interpreter or use a friend, family, including minors, to interpret during medical appointments. It is the responsibility of the provider to request interpreter services, not the member.

Accessing Language Assistance Services

To access GCHP's Language Assistance Services or to receive training, 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. Providers may download the GCHP Language Assistance and Auxiliary Services Request Form. Click here for [English](#) or [Spanish](#) or visit GCHP website, [Provider Resources](#) page.

SECTION 7:

Health Education

Colorectal Cancer Awareness Month

March is Colorectal Cancer Awareness Month, an important opportunity to discuss and reinforce the importance of early detection for colorectal cancer screenings. Colorectal cancer is the second leading cause of cancer-related deaths for both men and women. Current guidelines recommend that individuals between 45 to 75 years of age be screened.

GCHP health library – Healthwise offers easy to understand health information on colon health, detection, prevention in English and Spanish for patients. You can access the content [here](#).



Colon Cancer: Screening Tests and What the Results Mean

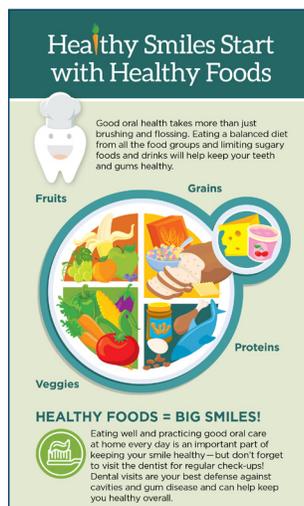
GCHP's Health Education Department also offers various health-related presentations. To schedule a presentation at your clinic, call GCHP's Health Education Department at **805-437-5961**, Monday through Friday, 8 a.m. to 5 p.m. (except some holidays). You can also email the team at HealthEducation@goldchp.org.

Source: American Cancer Society

National Children's Dental Health Month

Each February is National Children's Dental Health Month, a time focused on promoting the importance of good oral health for children. Developing good habits at an early age and scheduling regular dental visits helps children to get a good start for healthy teeth and gums. For best protection, children under the age of 6 should get fluoride varnish every six months at their dentist's or doctor's office. Children, adolescents, and young adults up to age 20 can get fluoride varnish for free or at a low cost at the dentist's office. During this month, patient education can help children and their families set the foundation for a lifetime of healthy smiles.

Smile California offers resources to support patient education in English and Spanish. You can view and download the resources [here](#).



Important Resources for Your Patients

Find local **cancer programs and services** for your patients including support groups, nutrition help, emotional counseling, genetic testing, education workshops and more.

[GCHP Health Education webpage](#)

GCHP will be following the California Department of Public Health (CDPH) immunization and preventive service guidelines.

[CDPH website](#)

Coming Soon!

GCHP will offer an opportunity for members to join the Diabetes Prevention Program (DPP) and Medicare Diabetes Prevention Program (MDPP) for those who are pre-diabetic. Contact our GCHP Health Education Department for more information at HealthEducation@goldchp.org.

Asthma Remediation Program

The Asthma Remediation program was developed as part of CalAIM to address environmental triggers and improve health outcomes. The Asthma Remediation program provides eligible members with in-home asthma remediation services. Providers are encouraged to refer GCHP members with poorly controlled asthma who have been to the emergency department (ED), hospital, or urgent care. Services include:

- Asthma education and home assessment by certified Community Health Worker
- Allergen-impermeable mattress covers, and pillow dust covers
- High efficiency particulate air (HEPA) filtered vacuums
- Air cleaner
- Air filters
- Dehumidifier

To refer a member, complete the [Asthma Remediation Member Referral Form](#) and send to the GCHP CalAIM team via email at calaim@goldchp.org. You can also email the AsthmaRemediation@venturacounty.gov for more information.

Provide your patients with health educations resources and tools to promote better understanding, self-management, and adherence to their asthma action plan.

- Asthma Action Plan ([English and Spanish](#))
- Asthma: Take Control of Your Breathing ([English](#) | [Spanish](#))

The screenshot shows the Gold Coast Health Plan's Health Education webpage. It includes a navigation bar at the top with links for 'FIND A DOCTOR', 'FIND A LOCATION', 'FOR MEMBERS', 'FOR PROVIDERS', 'HEALTH RESOURCES', 'COMMUNITY', 'ABOUT US', 'CAREERS', and 'CONTACT US'. The main content area is titled 'Health Education' and contains several sections: 'Gold Coast Health Plan (GCHP) Health Education Program is committed to helping you stay well...', 'Refer a member: Submit the Health Education Referral Form (English and Spanish)', 'Connect with our Health Educators and Navigators: Download the Health Education Resources Page (English | Spanish)', 'Health Education Resources' (a list of categories like Asthma, Breast Cancer, etc.), and 'Contact Us' (address, phone, and hours of service).

The screenshot shows the Gold Coast Health Plan's Asthma Action Plan form. It is titled 'ASTHMA ACTION PLAN' and includes fields for 'Name' and 'Date'. The form is divided into three zones: 'GREEN ZONE - Doing Well', 'YELLOW ZONE - Asthma is Getting Worse', and 'RED ZONE - Medical Alert!'. Each zone contains specific instructions for symptoms, peak flow, and medication. The 'RED ZONE' section includes a 'DANGER SIGNS' section and a '24-Hour Advice Nurse Line' contact number.

February – American Heart Awareness Month

During February, American Heart Awareness Month, it is important to schedule routine check-ups with your patients who are at risk or already diagnosed with hypertension for regular blood pressure readings. Checking in on their mental health and stress levels is also a way to treat the heart.

Clinicians can also offer GCHP members **home use blood pressure cuffs and monitors** as these are covered as a pharmacy benefit under Medi-Cal RX and as Durable Medical Equipment (DME) under a GCHP medical benefit.

GCHP’s [Blood Pressure Toolkit](#) includes resources and educational material for providers and members.

GCHP offers [health education materials](#) for members to assist in **controlling high blood pressure** and making heart-friendly choices. Topics include information on blood pressure, heart disease, healthy eating, exercise, weight loss, and even health education classes for members. Some examples of health education materials are below.

Free Workshop for Gold Coast Health Plan Members

Chronic Disease Self-Management Program

Gold Coast Health Plan (GCHP) offers free Chronic Disease Self-Management Program (CDSMP) workshops to members over the age of 18 with a chronic health condition. A chronic health condition is one that lasts for a long time, such as arthritis, diabetes, heart disease, depression, obesity, pain and more. The workshop can teach you how to control and manage your symptoms.

Workshops will be held once a week for six weeks. Members can choose between a virtual or telephonic workshop. The virtual workshop is 2.5 hours each week, and the telephonic workshop is 30 minutes each week.

| In the workshop, you will learn about: | Participants will get: |
|---|---|
| <ul style="list-style-type: none"> ■ Making a weekly action plan ■ Healthy eating ■ Physical activity and exercise ■ Medication usage | <ul style="list-style-type: none"> ■ "Living a Healthy Life with Chronic Conditions" book ■ Class handouts ■ Relaxation CD ■ Refillable water bottle ■ Backpack ■ Lunch bag |

Sign up now for CDSMP workshops to gain the self-confidence to take charge of your health.

Call the Health Education Department at **1-805-437-5961** Monday through Friday 8 a.m. to 5 p.m. (except holidays). If you use a TTY, call **711**. You can also email HealthEducation@goldchp.org. For more information, visit the GCHP website: www.goldcoasthealthplan.org



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For information about language assistance services and GCHP's nondiscrimination notice, visit www.goldcoasthealthplan.org for members/nondiscrimination notice.

My Blood Pressure Check Up



Gold Coast Health Plan (GCHP) values your health. One way you can take care of your health is by getting routine blood pressure checks at your doctor's office. High blood pressure often has no symptoms, so routine testing is the only way to check.

This chart can help you keep track of your blood pressure levels and the dates of other tests your doctor may order. Once filled out, keep this form for your records.

| Tests and Exams | How often | Test Dates | Results |
|----------------------|--|------------|---------|
| Blood Pressure Check | Check blood pressure as needed. If it's high, talk to your doctor. | | |
| Cholesterol Check | Yearly or as ordered by your doctor. | | |
| Health Exam | As recommended by your doctor. | | |

Blood pressure range that is less than 120 systolic and less than 80 diastolic is considered normal. Talk to your doctor if your blood pressure numbers are above this range.

You can also take care of your health by:

- Maintaining a healthy weight.
- Exercising regularly and staying active.
- Eating more fruits, vegetables, and whole grains.
- Eating fewer foods that are high in salt and fat.
- Choosing fish or skinless chicken more often than red meat.
- Eating fewer cookies, cakes and other baked goods.
- Not smoking or consuming alcohol.
- Getting enough sleep.

Source: Centers for Disease Control and Prevention (CDC)

Ask your doctor if you should also check your blood pressure at home. Your doctor may be able to give you a prescription for a blood pressure cuff. For any health concerns, call the GCHP 24-Hour Advice Nurse Line at **1-877-431-1700** (TTY: 711). 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 **711**.

SECTION 8:

GCHP Pharmacy Services & Medi-Cal Rx Updates

GCHP website and Pharmacy Newsletter

Gold Coast Health Plan (GCHP) provides Medi-Cal Rx updates in the Provider Pharmacy Services section of our website. GCHP Pharmacy Services also publishes a quarterly newsletter that includes important Medi-Cal Rx updates and useful articles and tips! Click here to view the most recent edition of our newsletter.

GCHP Total Care Advantage (HMO D-SNP) - New Medicare Advantage Plan

Effective Jan. 1, 2026, GCHP is introducing a new Medicare Advantage Special Needs Plan for members who have both Medicare and Medi-Cal (Medi-Medi members).

Total Care Advantage (TCA) Part B Drugs – Medical Benefit (managed by GCHP)

Medicare Part B covers physician-administered drugs (PADs) and biologics that are typically provided in a clinical setting (in-office, outpatient infusion centers). This includes chemotherapy infusions, IV infusions, and most injectable medications that are NOT self-administered. Certain preventative vaccines are also covered under Part B, including influenza, COVID-19, hepatitis B and pneumococcal vaccines. In addition, Part B covers diabetic testing supplies, continuous glucose monitors (CGMs), durable medical equipment (DME), and drugs and biologics related to end-stage renal disease (ESRD).

Part B Physician Administered Drugs (PADs)

Part B medications are billed under the medical benefit. GCHP will review prior authorization requests for some drugs that are administered at the physician's office. For a list of the Medicare Part B Drugs that require prior authorization and review for approval, please check the GCHP's [TCA Medicare Part B Drug List](#). This list is updated quarterly in alignment with guidance and direction received by CMS and the GCHP Pharmacy and Therapeutics Committee.

To avoid delays or denials, providers should submit a completed prior authorization request with all necessary clinical documentation. To submit prior authorization requests for Part B drugs, you may submit it electronically on the [Provider Portal](#) (preferred) or manually by completing and faxing a Prior Authorization Treatment Request Form. Claims may be delayed or denied until the required information is received to establish medical necessity. PADs that are billed on a medical claim are the responsibility of GCHP.

*NOTE: Prior authorization requests are subject to CMS-mandated turn-around-times (TATs). Standard requests will be reviewed within **72-hours** from receipt of request. Expedited requests will be reviewed within **24-hours** from receipt of request; however, a request should **ONLY** be deemed expedited if waiting the standard 72-hour TAT could jeopardize the member's life, health or ability to regain maximum function.

Total Care Advantage – Pharmacy Benefit (Part D)

Medicare Part D covers outpatient prescription drugs that are typically self-administered, including oral medications, inhalers, self-administered injectables and maintenance medications for chronic conditions. All adult vaccines recommended by ACIP are also covered under Part D.

Over-the-counter medications are NOT covered under Part D; however, certain [OTC products](#) may be covered under Medi-Cal Rx. For list of covered Part D medications, refer to [GCHP TCA 2026 Formulary](#) or [myPrime website](#) (online searchable formulary).

Part D medications are dispensed through contracted retail and mail-order pharmacies, up to a 100-day supply for maintenance medications, which can be found on the [GCHP website](#) or by visiting the [myPrime website](#).

GCHP contracts with Prime Therapeutics as the Pharmacy Benefit Manager (PBM) for the Part D pharmacy benefit for Total Care Advantage members. Prime Therapeutics is responsible for processing Part D pharmacy claims, some Part B pharmacy claims, and diabetic testing supplies (DTS) and continuous glucose monitors (CGMs) billed by pharmacies.

*NOTE: these medications and supplies may be subject to [co-pays](#).

| Preferred Diabetes Testing Supplies Manufacturers: Abbott and Ascensia | |
|---|--|
| Glucose Monitoring Systems (meter, tests strips, lancets) | Freestyle Lite Freestyle Freedom Lite Freestyle Precision Neo Freestyle Optium Neo Precision Xtra Contour Next EZ Contour Next GEN Contour Next ONE |
| Continuous Glucose Monitors (sensors, receiver, transmitter) | Dexcom G6 Dexcom G7 Freestyle Libre 2 PLUS Freestyle Libre 3 PLUS |

ALL other brands of diabetic testing supplies/CGMs will require prior authorization submitted to Prime Therapeutics.

Medications covered by our Part D formulary that may require additional supporting documentation will require a [Prior Authorization](#); drugs not covered on the Total Care Advantage Part D Formulary will require a [Formulary Exception](#). Both prior authorizations and formulary exceptions should be submitted to Prime. All other forms can be found on the [MyPrime website](#).

Total Care Advantage: Part B Drugs/Products managed by Prime Therapeutics under Pharmacy Benefit

- Diabetic testing supplies including continuous glucose monitors (CGMs)
- Nebulizer solutions for at home use (e.g. albuterol, budesonide)
- Oral anti-nausea drugs related to cancer
- Transplant/immunosuppressive drugs

Total Care Advantage – Submitting Coverage Determination (CD) or Prior Authorization (PA) Requests

You can submit prior authorizations electronically using **CoverMyMeds**. For Total Care Advantage members: please use one of the two options below to ensure that the appropriate insurance information is entered:

- **Option 1:** Entering the **RxBIN 610455, RxPCN GCMAPD, RxGroup H9623** (which will take you directly to the Prime Gold Coast Health Plan Medicare Coverage Determination Form), or

Patient Insurance [MORE INFO](#)

Enter the patient's drug insurance ID card to find the most accurate form. Alternatively, you can enter a patient's insurance plan or PBM name.

Option 1: Drug insurance ID card

Patient Insurance State
California

RxBIN **610455**

RxPCN Number **GCMAPD**

RxGroup **H9623**

- **Option 2:** When manually searching for the insurance plan or PBM name, enter “California” as the state, enter “Gold Coast” as the plan name, and selecting the “**Prime Gold Coast Health Plan Medicare Coverage Determination Form**” and not the Medi-Cal Rx Medicaid Prior Authorization Request Form (which is for Medi-Cal members only)

Option 2: Insurance plan or PBM name

Patient Insurance State
California

Plan or PBM Name
Gold coast

» Search result will return two forms. **Select Prime Gold Coast Health Plan Medicare Coverage Determination Form**

Select a Form

Pharmacy benefits for California Medicaid are now processed by Medi-Cal Rx. Please search for "Medi-Cal Rx" and select the Medi-Cal Rx Medicaid form.

 **PHARMACY BENEFIT**
Prime Gold Coast Health Plan Medicare Coverage Determination Form
Prior Authorization Form for Gold Coast Health Plan Medicare Members [More Info](#) [Start Request](#)

 **PHARMACY BENEFIT**
Medi-Cal Rx Medicaid Prior Authorization Request Form
Prior Authorization for General Requests [More Info](#) [Start Request](#)

- **Retain CMM Key# to follow up**

Prime Therapeutics *Member Services* can be reached directly at **1-855-681-7966**, 24/7 to assist with any questions or issues regarding pharmacy claims or prior authorizations.

For more information regarding pharmacy services, please check the [GCHP pharmacy website](#). For additional questions, the GCHP Pharmacy Team can be reached at 1-805-437-5738 or by email at Pharmacy@goldchp.org.

Medi-Cal - Medi-Cal Rx Changes to the Contract Drugs List (CDL) & Covered Products Lists

Please check the [CDL](#) for the most recent changes to the medications and other covered products lists. These updates typically occur at the beginning of every month. You may also view the Medi-Cal Rx [Drug Lookup Tool](#). This easy-to-use feature has been upgraded and now allows you to look up drugs by brand or generic name. It also lists the NDC and available dosages, any restrictions, and whether prior authorization is required. There is also a link to CoverMyMeds to submit an electronic prior authorization (ePA). For instructions on how to use this feature, [click here](#).

For more information regarding the Medi-Cal Rx, please click on the [Medi-Cal Rx Education & Outreach page](#) and look for any new updates under [Medi-Cal Rx's Bulletins & News](#) to be sure that you are up to date on the changes.

The state Department of Health Care Services (DHCS) has a website for [Medi-Cal Rx](#) that contains the most accurate, up-to-date information. Please bookmark this website and sign up for the [Medi-Cal Rx Subscription Services \(MCRxSS\)](#). The website includes an overview and background information, frequently asked questions (FAQs), [Bulletins & News](#), [Contract Drugs List \(CDL\)](#), [Medi-Cal Rx Provider Manual](#) and other helpful information.

For assistance regarding a pharmacy claim or prior authorization, please contact the Medi-Cal Rx Customer Service Center at **1-800-977-2273**. Agents are available 24 hours a day, 7 days a week, 365 days per year.

For pharmacy billing, claims will process under: **BIN 022659, PCN 6334225, Group MEDICALRX**.

For assistance regarding submitting a prior authorization or appeals for a pharmacy claim to Medi-Cal Rx, please fax to **1-800-869-4325**.

To locate a Medi-Cal Rx contracted pharmacy, please [click here](#).

Medi-Cal Rx Benefit Changes for GLP-1's Effective Jan. 1, 2026

Effective Jan. 1, 2026, Medi-Cal Rx has removed GLP-1 drugs indicated for weight loss or weight-loss related conditions, Saxenda, Wegovy, and Zepbound from the [Medi-Cal Rx Contract Drugs List \(CDL\)](#). Saxenda, Wegovy and Zepbound are no longer eligible for coverage for weight loss or weight loss-related indications.

PA's for Wegovy and Zepbound will be considered in the following situations:

- Wegovy when used for noncirrhotic metabolic dysfunction-associated steatohepatitis (MASH) or cardiovascular disease
- Zepbound will be considered when used for obstructive sleep apnea (OSA)

The following GLP-1 drugs are on the [Medi-Cal Rx Contract Drugs List \(CDL\)](#) and have a Code I diagnosis restriction of type 2 diabetes and are **NOT** eligible for coverage for weight loss or weight loss-related indications:

- Ozempic®
- Rybelsus®
- Mounjaro®
- Victoza®
- Byetta
- Bydureon®
- Trulicity®

For additional information, please refer to Medi-Cal Rx bulletin on [Changes to Medi-Cal Rx, Effective Jan. 1, 2026](#) and **State Budget Policy Updates** section from [Medi-Cal Rx Education & Outreach](#).

Medi-Cal - Medical Benefit Drugs or Physician Administered Drugs

This section serves as a reminder that physician administered drugs (PADs) include all infused, injectable drugs provided or administered to a member that is billed by a provider on a medical claim by a procedure code (i.e. J-Code). These providers include, but are not limited to, physician offices, clinics, outpatient infusion centers, and hospitals.

GCHP maintains risk for PADs and with few exceptions these medications are not billable under the California Medi-Cal pharmacy benefit program (Medi-Cal Rx). Certain PAD drugs require prior authorization to ensure medical necessity prior to receiving the drug therapy. Any request for a PAD medication (administered at a provider's office or infusion/hospital facility) via procedure code (i.e. J-Code) requiring a prior authorization must be submitted as a [Prior Authorization Treatment Request Form](#) to GCHP to be considered for coverage under the medical benefit. For the most part, PADs are covered under the medical benefit and billed by the provider on a medical claim to GCHP. The provider will need to purchase the drugs from their wholesaler, distributor, or manufacturer (or another internal process at their site of practice) and then administer to the member and later bill GCHP for reimbursement.

GCHP, with direction from the state Department of Health Care Services (DHCS) and the Pharmacy & Therapeutics Committee updates the physician administered drugs (PAD) list quarterly. The PAD list and its clinical guidelines are posted on GCHP website, [Medical Drug Benefit for Providers](#).



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

Provider Operations Bulletin

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

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