



FAQs for Providers Regarding Claims Payment Issues

Q: What happens if claims are not submitted in a timely manner? (Beyond the 180 days suggested filing date.) Will claims be paid at a reduced rate like Medi-Cal or denied?

A: Yes, Gold Coast Health Plan (GCHP) follows the Medi-Cal payment reduction for claims received more than 180 days after the date of service or date of discharge. Claims submitted beyond 365 days from the date of service or date of discharge will be denied.

Q: I received a denial for a specific procedure code (e.g., 82106 ZS) stating that it is not the financial responsibility of GCHP and was directed to bill Medi-Cal FFS. Where should I send the claim?

A: Please contact Medi-Cal directly at 1-800-541-5555 or visit the [Medi-Cal website](#) for more information. There are some specific procedure codes that are not covered by GCHP but are still covered by Medi-Cal and paid by the state's Fiscal Intermediary. The EOP will provide the correct payer information.

Q: Who can I contact if GCHP customer service is unable to assist with claim underpayment or overpayment discrepancies?

A: Please send an e-mail to ProviderRelations@goldchp.org with your provider ID (if applicable), NPI number and TIN number. Please include a brief summary of your issue and a Provider Relations representative will respond and escalate the matter to other departments (Claims, Finance, etc.) if necessary.

Q: How are claims for newborns to be billed?

A: Services rendered to an infant may be billed with the mother's ID number for the month of birth and the following month. After this time, the infant must have his / her own subscriber ID number.

Q: Who can I contact if customer service is unable to assist with specific benefit coverage or claims questions and I have not received a response within 24 to 48 hours?

A: Please submit written questions via email directly to ProviderRelations@goldchp.org.

FOR A MORE COMPLETE LIST OF FAQs ON CLAIMS RELATED ISSUES, PLEASE REFER TO THE GCHP PROVIDER MANUAL, SECTION 10.