



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

Gold Coast Health Plan

Thursday, April 16, 2026

Suma Simcoe
Chief Operating Officer

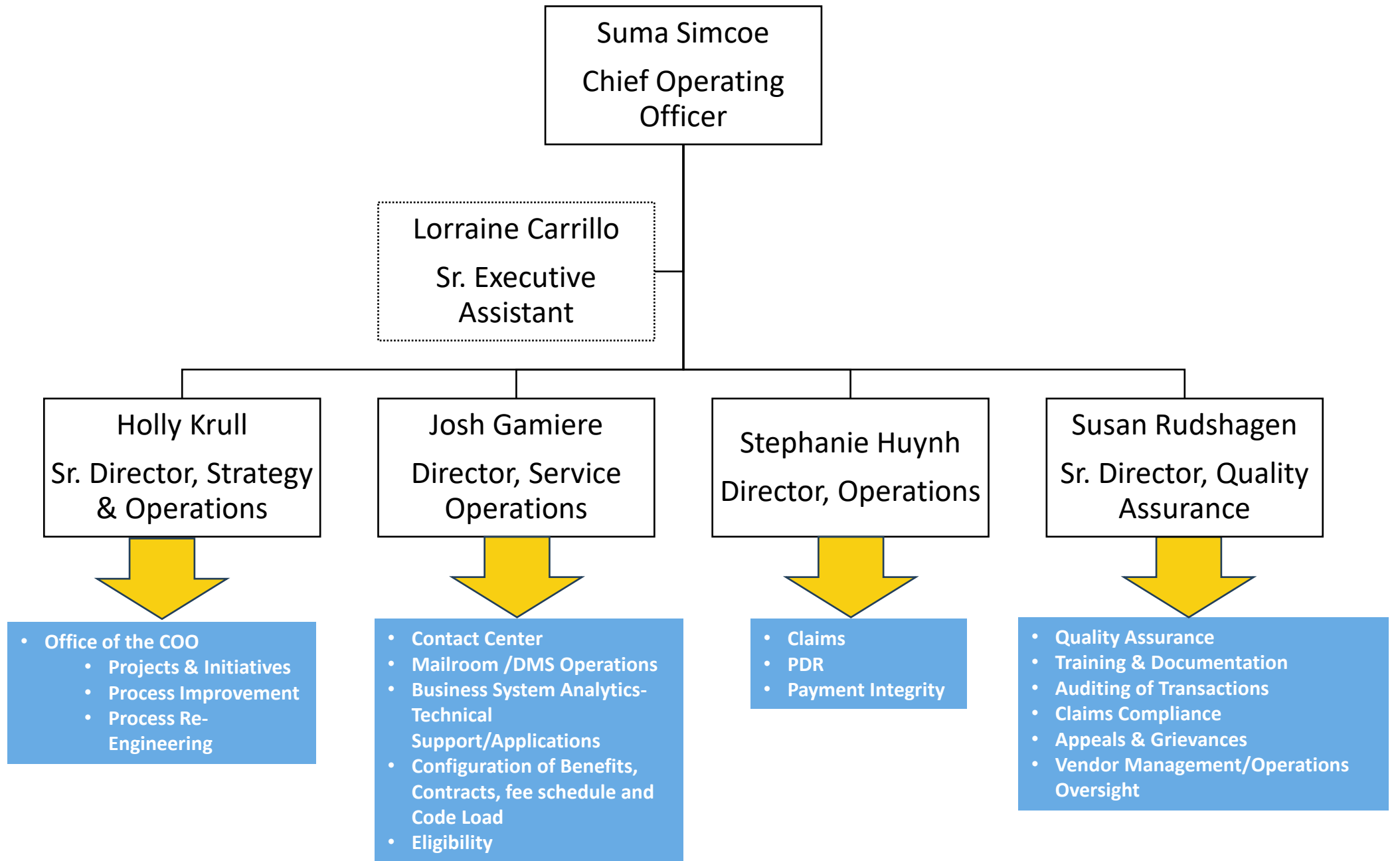
Integrity

Accountability

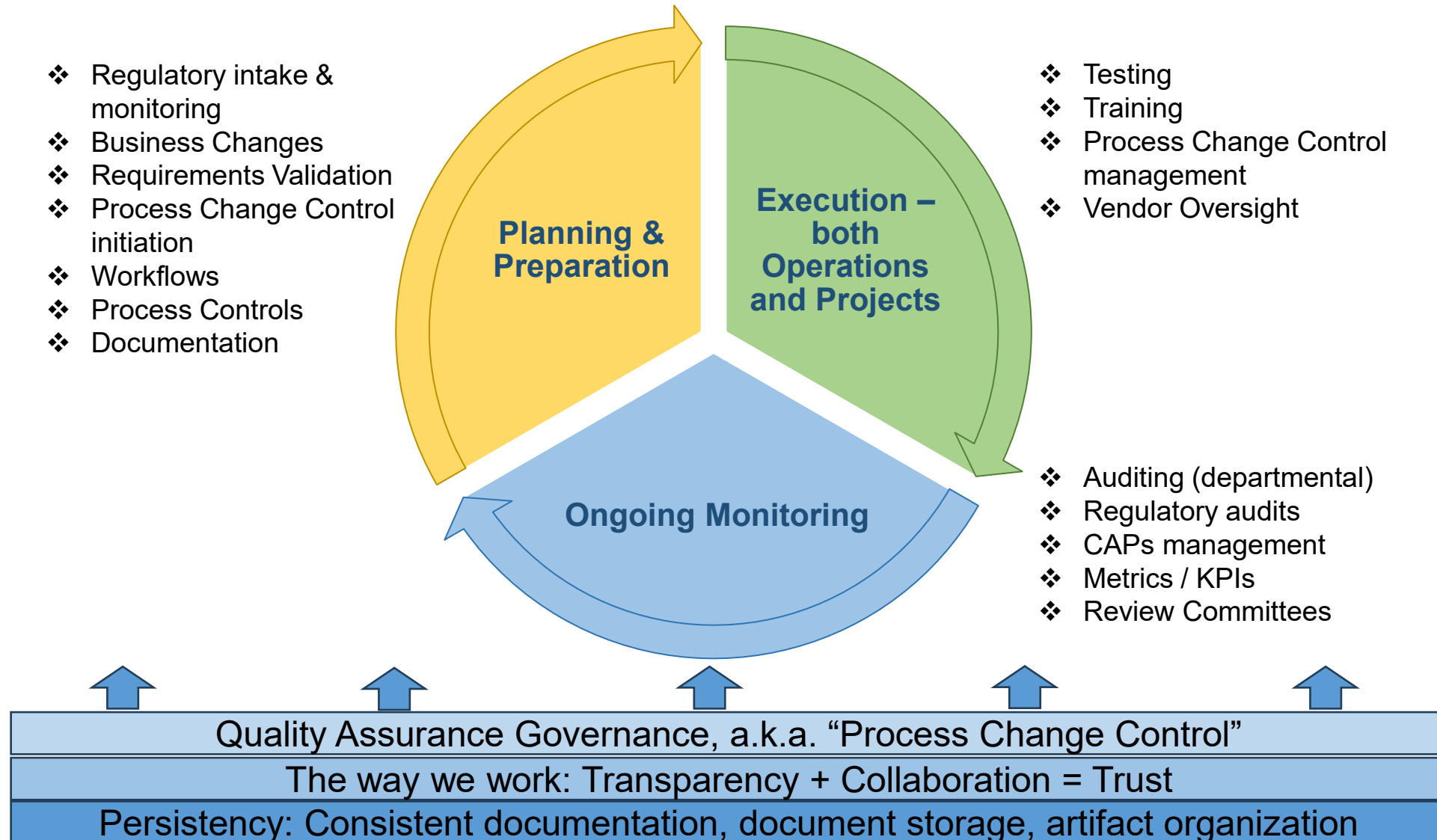
Collaboration

Trust

Respect



Quality Stages



Operations Updates

Program/ Strategy

- Transitioned five Ops consultants work to in-house resources. Realized Cost saving for 2026: \$1.5M
- Recovery process as it relates to other insurances : recovered over \$404K for this year

Coordination of Benefits (COB)

- Activating cost avoidance - COB Pre-pay program
- Business rules and final scope definition, done by April 30
- ETA for small batch is June

Anomalous Claims

- Established weekly cross-functional workgroup to mitigate utilization, rising costs, and potential anomalies requiring review.
- Currently formalizing the project governance framework, including the charter and RACI
- 6 months of claims data under review for analysis
- 9 entities have been reviewed
 - 4 entities have been deemed fraudulent. Paid amount = \$305.8K
 - 5 entities are under review. Paid amount = \$715K over 6 months

Claims Operations

- A 20,000-case PDR backlog identified in early January was fully resolved by March 16 through coordinated overtime efforts and targeted bulk and manual closures.
- The PDR team is conducting ongoing case reviews and partnering with the claims team to identify emerging trends and issues, with the goal of ensuring all adjustments are finalized prior to dispute deadlines.
- Drafting DSNP policies and adding DSNP language to existing policies
- Claims turn around time is 99% compliant for Medi-Cal and DSNP for March 2026

Service Operations

- Interactive Voice Response (IVR)
- Active ~4 weeks:
- 6,583 claims status completed
- 1,428 eligibility verifications completed
- 478 Explanation of Payment (EOP) requests completed
- Avg 320+ self-service provider requests per day
- Avg 150 calls handled daily for Provider Contact Center (PCC) prior to March 11
- New Auths support team handling 175-200

Quality Assurance

- Claims Lifecycle Auditing has been initiated using an audit-the-auditor approach for vendor-processed claims
- Grievance & Appeals: process gaps in GCHP State Fair Hearing process were closed in collaboration with Healthcare Services
- Documentation & Training:
 - Kicked off Knowledge Base and Process Documentation discovery and design sessions
 - Initiated a Policy & Procedure management process in which Operations QA supports all Operations towers with timely policy creation/updates
- Operational Oversight
 - Opened 93 Change Control Documents (CCDs) YTD.
 - 48 CCD have been closed YTD, most aged from prior years