



# Provider<sup>53</sup> Operations Bulletin

APRIL 2022

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

# Table of Contents

SECTION 1: State Department of Health Care Services (DHCS) Audit ..... 3

SECTION 2: End of the Public Health Emergency ..... 4

SECTION 3: New Billing and EFT Verification Process ..... 5

SECTION 4: Specialty Referrals Real Time Follow Up ..... 6

SECTION 5: Prior Authorization Treatment Request Submission Form ..... 7

SECTION 6: Requests for Authorizations Using the i-Transact Provider Web Portal ..... 8

SECTION 7: Grievance Provider Response ..... 9

SECTION 8: Medi-Cal Older Adult Expansion ..... 10

SECTION 9: Developmental Screenings ..... 11

SECTION 10: New Updates to the Member Incentive Programs ..... 12

SECTION 11: Text Message Member Outreach Campaign ..... 13

SECTION 12: Tobacco Cessation and Counseling ..... 14

SECTION 13: Alcohol and Drug Screening, Assessment, Brief Interventions and Referral to Treatment (SABIRT) ..... 15

SECTION 14: Cultural and Linguistic Services ..... 16

SECTION 15: Health Education ..... 19



The Provider Operations Bulletin is published quarterly 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](mailto:ProviderRelations@goldchp.org) or call the GCHP customer service line 1-888-301-1228 and request to speak to your Provider Relations representative.

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**SECTION 1:**

# State Department of Health Care Services (DHCS) Audit

Gold Coast Health Plan (GCHP) is scheduled to go through a medical audit by the state Department of Health Care Services (DHCS). Although a date has not yet been given, GCHP wanted to provide advance notice. During the audit, you may be contacted by DHCS nurse evaluators and/or visited on-site by the auditors to ensure that you are abiding by state standards. Among GCHP's responsibilities when doing site visits is to ensure that materials for members are readily available and that any concerns providers are having are brought to GCHP's attention.



## SECTION 2:

# End of the Public Health Emergency

In January 2020, the U.S. Department of Health and Human Services (HHS) declared a Public Health Emergency (PHE) in response to the outbreak of COVID-19. Special rules were put in place during the COVID-19 PHE to allow more people to get access to and keep their Medi-Cal benefits. Prior to the PHE, the state would review information provided by beneficiaries and renew their participation in Medi-Cal if they still qualified.

The continuous coverage requirement expires at the end of the PHE on July 15, 2022, and a full redetermination for all beneficiaries who would have otherwise been subject to redetermination will be conducted.


We ask providers to encourage Gold Coast Health Plan (GCHP) members to report any household changes to the Ventura County Human Services Agency. Members can report changes in person, online, or by phone, email, or fax.

## Ventura County Human Services Agency Contact Information

1-888-472-4463 / TTY 1-800-735-2929 or 711

855 Partridge Drive, Ventura, CA 93003

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



### Keep Your Medi-Cal

Don't miss important information about your Medi-Cal health coverage.

Make sure that Ventura County has your current contact information.

Name	Phone
Address	E-mail

Report any changes to your name, address, phone number, or e-mail address. Contact:

**Ventura County Human Services Agency**  
 855 Partridge Drive, Ventura, CA 93003  
 1-888-472-4463  
 TTY: 1-800-735-2929 or 711  
[www.vchsa.org](http://www.vchsa.org)

**Did You Know?**

You can complete your annual renewal and report changes to your Medi-Cal online.

Create your online account today by going to [mybenefitscalwin.org](http://mybenefitscalwin.org) and selecting the "Create An Account" link.

**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。

ATTENTION: 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)。



### Mantenga su cobertura de Medi-Cal

No se pierda información importante sobre su cobertura médica de Medi-Cal.

Asegúrese de que el condado de Ventura tenga su información de contacto actualizada.

Nombre	Teléfono
Dirección	Correo electrónico

Reporte cualquier cambio en su nombre, dirección, número de teléfono o dirección de correo electrónico. Información de contacto:

**Agencia de Servicios Humanos del Condado de Ventura**  
 855 Partridge Drive, Ventura, CA 93003  
 1-888-472-4463  
 TTY: 1-800-735-2929 or 711  
[www.vchsa.org](http://www.vchsa.org)

**¿Sabía qué?**

Puede completar su renovación anual y reportar cualquier cambio en Medi-Cal en línea.

Cree hoy su cuenta en línea en [mybenefitscalwin.org](http://mybenefitscalwin.org) y seleccionar el enlace "Create An Account" (Crear una cuenta nueva).

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**SECTION 3:**

# New Billing and EFT Verification Process

To better protect our contracted providers from any fraudulent activity, Gold Coast Health Plan (GCHP) has created a new process for verifying changes to billing and Electronic Funds Transfers (EFT).

Upon receiving your request to change any billing or banking information, GCHP will conduct separate outreach attempts to contact the designated contracting contacts on file for your organization. Outreach will be made either by phone, email or both.

GCHP must be able to validate the following:

- Request has been legitimately submitted.
- Banking account information on the form is correct.

This verification process must be completed within 10 business days for GCHP to move forward with your billing and/or EFT change request.

## SECTION 4:

# Specialty Referrals Real-Time Follow Up

Gold Coast Health Plan (GCHP) is committed to providing the best care to members. In-network / in-area specialty physician referrals for office consultations do not require prior authorizations. The Primary Care Provider (PCP) should facilitate patient access to the health care system and appropriate treatment interventions, and is responsible for arranging consultations with specialists.

To assist in real-time identification of members who miss scheduled appointments with specialists, GCHP requires the following of PCPs:

- GCHP recommends office staff contact members to remind them of any upcoming appointment(s).
- Missed appointments require follow-up calls to the member, documentation in the medical record, and rescheduling of the member's appointment.

Please remember, specialty care access standards for GCHP members are as follows:

- A specialist appointment should be obtained within 15 business days of the request for an appointment.
- If you are unable to obtain a specialist appointment within 15 business days of the request, an authorization request for the member to see an out-of-area contracted provider may be submitted to GCHP's Utilization Management (UM) Department for review.

Thank you for continuing to provide excellent care to our community.

**SECTION 5:**

# Prior Authorization Treatment Request Submission Form

In October 2021, Gold Coast Health Plan’s (GCHP) Prior Authorization Treatment Request Form was updated. Please remember to use the updated version of the form when submitting requests for authorizations via fax. To process requests timely, Utilization Management (UM) needs the Ordering Provider, Rendering Provider and Facility / Vendor sections completed for all requests. The updated form can be found on the [GCHP website](http://www.goldcoasthealthplan.org).

**Gold Coast Health Plan**  
A Public Entity

**Integrity • Accountability • Collaboration • Trust • Respect**

**PRIOR AUTHORIZATION TREATMENT REQUEST FORM**

URGENT (72 hours)     ROUTINE     RETRO

FAX: 1-855-883-1552    PHONE: 1-888-301-1228    [www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org)

**TO PROCESS YOUR REQUEST THIS FORM MUST BE COMPLETED AND LEGIBLE**

**PROVIDER: Authorization does not guarantee payment. Eligibility must be verified at time services are rendered.**

Patient Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Last First City: \_\_\_\_\_ Zip: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
CIN Number: \_\_\_\_\_  Male  Female Date of Birth: \_\_\_\_\_ Age: \_\_\_\_\_

Name of PCP: \_\_\_\_\_ Location: \_\_\_\_\_

Ordering Provider:	Rendering Provider:	Facility / Vendor:
<input type="checkbox"/> In-Network <input type="checkbox"/> Out-of-Network <input type="checkbox"/> Out-of-Area	<input type="checkbox"/> In-Network <input type="checkbox"/> Out-of-Network <input type="checkbox"/> Out-of-Area	<input type="checkbox"/> In-Network <input type="checkbox"/> Out-of-Network <input type="checkbox"/> Out-of-Area
Name: _____	Name: _____	Name: _____
Specialty: _____	Specialty: _____	Specialty: _____
NPI: _____	NPI: _____	NPI: _____
TIN: _____	TIN: _____	TIN: _____
Address: _____	Address: _____	Address: _____
City: _____	City: _____	City: _____
State: _____ Zip: _____	State: _____ Zip: _____	State: _____ Zip: _____
Phone: _____ Fax: _____	Phone: _____ Fax: _____	Phone: _____ Fax: _____
Office Contact: _____	Office Contact: _____	Office Contact: _____

**AUTHORIZATION REQUEST**

Outpatient Facility     DME Rental (RR)     DME Purchase (NU)     Hospice     Interventional Pain Management

Inpatient Facility     Home Health     Rehab Services (PT, OT, ST)     Surgical     Other

SNF     Home Infusion     Radiology Imaging Services     CCS

Estimated Length of Stay (days): \_\_\_\_\_

**REASON FOR OUT-OF-NETWORK REQUEST**

Member's Preference     Provider Not Accepting New Patients     Provider Not Available In-Network

Specialized Procedure / Area of Expertise     Timely Access to Provider     Other: \_\_\_\_\_

**REFERRING PROVIDER'S ORDER MUST BE SUBMITTED**

Date(s) of Service: \_\_\_\_\_ Retro Date(s) of Service: \_\_\_\_\_

**List ALL procedures requested along with appropriate CPT code(s)**

Diagnosis: \_\_\_\_\_ ICD-10: \_\_\_\_\_

CPT/HCPCS Code(s)	Requested Procedure(s)	Quantity	CPT/HCPCS Code(s)	Requested Procedure(s)	Quantity

**PERTINENT HISTORY (SUBMIT RELEVANT MEDICAL RECORDS, TEST RESULTS, X-RAYS, ETC.)**

711 East Daily Drive, Suite 106, Camarillo, CA 93010 | 1-888-301-1228 | [www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org)

Rev. 10/2021

**SECTION 6:**

# Requests for Authorizations Using the i-Transact Provider Web Portal

To ensure timely processing of authorization requests, the following information is required when submitting via the Gold Coast Health Plan (GCHP) provider portal. Missing information will cause a delay in processing. The following fields are required to be completed:

- Procedure code
- Quantity
- Dates of service
- Diagnosis code
- Requesting provider
- Facility provider

GCHP's Provider Relations team offers online webinar trainings to help users navigate the portal and answer any questions. To schedule a time for the webinar training and for any other questions you have, please email [ProviderRelations@goldchp.org](mailto:ProviderRelations@goldchp.org).





**SECTION 7:**

# Grievance Provider Response

When a member grievance and/or complaint is received, it is important for Gold Coast Health Plan (GCHP) to review the case in its entirety. This process includes hearing the provider's account of the incident(s) that occurred to determine the best possible resolution for the complaint presented. To achieve this, GCHP depends on our provider community to support the member grievance process by completing a Provider Response and submitting all requested supporting documentation. When responding, it is imperative that your response is on the provider's letterhead and not submitted on a blank word document or in the body of an email. Responses received in the body of an email will not be accepted.

All cases are subject to state Department of Health Care Services (DHCS) review. It is important to ensure the case documentation is presented in a uniformed manner.

GCHP's Grievance and Appeals Department appreciates your assistance in complying with the proper procedures for responding timely and accurately to these member grievances.

**SECTION 8:**

# Medi-Cal Older Adult Expansion

Do you know someone 50 years of age or older who has not been able to get full scope Medi-Cal because of their immigration status? As of May 1, additional California residents may qualify for full scope Medi-Cal. Prospective members must:

- Be 50 years of age or older, and
- Meet all Medi-Cal eligibility criteria.

Immigration status does not matter. Please help us share this great news! Those who are interested should contact the local Medi-Cal County office at 1-888-472-4463 for more information or to apply.

**Californians ages 50 or  
older may qualify for more  
Medi-Cal benefits.**

Contact your  
local county  
office today.



**SECTION 9:**

# Developmental Screenings

Developmental screenings for infants and toddlers at their 9-, 18-, and 30-month well-child visits and an Autism screening at 18 and 24 months of age are an opportunity for early interventions to help children get on track and ready for school. All children enrolled in Medi-Cal are entitled to developmental screenings as required under the Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) benefit. Please find resources outlining the required developmental guidelines below:

- [Bright Futures / American Academy of Pediatrics Periodicity Schedule](#)

Members identified through a developmental screening or Autism screening as needing interventions can access resources and be referred to appropriate preventative services and care, including EPSDT services. As a primary care provider (PCP), you are required to provide or arrange medically-necessary care to correct or improve developmental disabilities, medically-necessary therapies and durable medical equipment.

For services beyond the scope of practice, providers can make necessary referrals and coordinate with the appropriate agencies, including the Early Start Program for infants and toddlers, Tri-Counties Regional Centers (TCRC), California Children's Services, Beacon Health Options, local education agencies, or the Ventura County Public Health Department. Providers can also refer patients to Gold Coast Health Plan (GCHP) Care Management by calling 1-805-437-5777, emailing [CareManagement@goldchp.org](mailto:CareManagement@goldchp.org), or submitting the [Care Management Referral Form](#).

## SECTION 10:

# New Updates to the Member Incentive Programs

## Clinic Incentive Program - Win lunch for your clinic!

Gold Coast Health Plan's (GCHP) member incentive programs aim to contribute to the delivery of excellent quality of care for our members. However, these initiatives could not succeed without the help of our clinic partners.

We would like to thank our clinic partners for promoting the member incentive programs with their patients by rewarding our highest participating clinics with lunch! On a quarterly basis, GCHP will evaluate clinic participation for each member incentive program (well-child, cervical cancer screening and asthma). Clinics will be assessed based on the ratio of total member incentive forms submitted to total assigned members with well-child, cervical cancer screening and asthma care gaps as reported in INDICES®.

Winners will be announced at the Quality Improvement Collaboration meetings and in provider publications. We thank you for your participation. Good luck!



**Gold Coast Health Plan** | Member Incentive Programs  
Clinic Participation Awards

**Win a Lunch for Your Clinic!**

We want to thank you for serving our members by rewarding the clinics with the highest participation in our member incentive programs with a lunch on us!

- GCHP will evaluate member incentive submissions quarterly and announce winners at the QI Collaboration Meetings and in provider publications.
- There will be one clinic winner for each incentive program (Well-Child, Cervical Cancer Screening, and Asthma).
- Clinics will be scored based on the ratio of total member incentive forms submitted to total assigned members with well-child, cervical cancer and asthma care gaps reported in INDICES®.

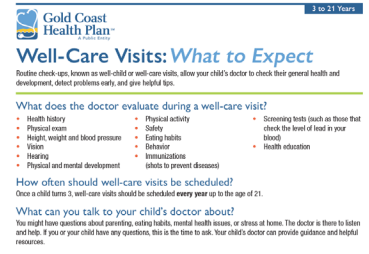
Member Incentive forms can be found on [goldcoasthealthplan.org](http://goldcoasthealthplan.org) under "Member Rewards".  
If you have any questions, please contact the Quality Improvement team at [QualityImprovement@goldchp.org](mailto:QualityImprovement@goldchp.org).

## Child / Adolescent Well-Care Incentive – Birthday Campaign

GCHP is piloting a new approach for the Child / Adolescent Well-Care Incentive Program in 2022. As part of the new campaign, members 3 to 21 years of age that are due for a well-care exam will be sent a member incentive form during their birthday month. This mailing will also include a well-care exam [educational flyer](#) and a letter informing them of the importance of an annual well-care visit and wishing them a happy birthday. The cervical cancer screening and asthma exam member incentives will continue to be mailed mid-year to all eligible members.

Members and providers can find the member incentive forms on the [GCHP website](#) under the "For Members" tab. Select "Member Resources" then "Member Rewards."

For more information on the clinic incentive program or member incentive programs, please contact the Quality Improvement Department at [QualityImprovement@goldchp.org](mailto:QualityImprovement@goldchp.org).



**Gold Coast Health Plan** | 3 to 21 Years

**Well-Care Visits: What to Expect**

Regular check-ups, known as well-child or well-care visits, allow your child's doctor to check their general health and development, detect problems early, and give helpful tips.

**What does the doctor evaluate during a well-care visit?**

- Health history
- Physical exam
- Height, weight and blood pressure
- Vision
- Hearing
- Physical and mental development
- Physical activity
- Safety
- Eating habits
- Behavior
- Immunizations (shots to prevent disease)
- Screening tests (such as those that check the level of lead in your blood)
- Health education

**How often should well-care visits be scheduled?**  
Once a child turns 3, well-care visits should be scheduled every year up to the age of 21.

**What can you talk to your child's doctor about?**  
You might have questions about parenting, eating habits, mental health issues, or stress at home. The doctor is there to listen and help. If you or your child have any questions, this is the time to ask. Your child's doctor can provide guidance and helpful resources.

**Do I have to pay for well-care visits?**  
No. Well-care visits are a covered benefit for Gold Coast Health Plan (GCHP) members.

**Is it safe to go to the doctor during the pandemic?**  
It is important for your child to see their doctor every year for a well-care visit. If you feel unsure about taking your child to the doctor because of the pandemic, call the doctor's office to talk:
 

- About the steps they have taken for your safety.
- How to protect yourself at the visit.
- If part of the well-care visit may be done by phone or video telehealth.

**What can I do if I need care after hours?**  
Call GCHP's 24-Hour Advice Nurse Line at 1-888-432-5001 or 1-877-431-1700 (toll free). If you use a TTY, call 711. You can talk to a treatment nurse in your preferred language when you or a family member have medical questions.

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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.  
Atención: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-301-1228 (TTY: 1-888-310-7945). Atención: Si habla español, tiene un dispositivo conectado a internet en español. Llame al 1-888-301-1228 (TTY: 1-888-310-7945). 注意:如果您能用英語中文,您可以免費獲得語言協助服務。請撥打 1-888-301-1228 (TTY: 1-888-310-7945)。

## SECTION 11:

# Text Message Member Outreach Campaign

To drive member action and adherence to preventive screenings, Gold Coast Health Plan (GCHP) has partnered with an external vendor to launch gap closure campaigns using SMS text messaging and a secure digital platform. These campaigns will target members with gaps in the following services:

- Women's Health:
  - » Cervical Cancer Screening
  - » Breast Cancer Screening
  - » Chlamydia Screening
- Child / Adolescent Health:
  - » Well-Care Visits (3-21 years of age)
  - » Childhood Immunizations
  - » Adolescent Immunizations
- Chronic Condition Management:
  - » Diabetes Care HbA1c

Starting in May, members will receive a text message from GCHP informing them that they are due for a health check-up. The text will include a clickable link that directs members to a secure digital platform.

Within this platform, members will see what health service(s) they need, their assigned clinic name and phone number to call for an appointment. They will also be able to view health education materials, applicable member incentives and other GCHP resources, such as transportation and interpreting services.

Please share information about this texting campaign with your patients. We welcome any patient feedback or clinic staff suggestions on this initiative. Comments can be directed to the Quality Improvement Department at [QualityImprovement@goldchp.org](mailto:QualityImprovement@goldchp.org).

**SECTION 12:**

# Tobacco Cessation and Counseling

Tobacco use remains the leading preventable cause of death in the U.S. with the highest prevalence of tobacco use noted in California's Medi-Cal population. The state Department of Health Care Services (DHCS) [APL 16-014](#), "Comprehensive Tobacco Prevention and Cessation Services for Medi-Cal Beneficiaries," provides detailed guidance for providers when addressing this public health threat.

Requirements for the initial and annual assessment of tobacco use for adolescent and adult beneficiaries align with the United States Preventive Services Task Force (USPSTF) recommendation that providers ask all adults, including pregnant women, about tobacco use, and offer tobacco cessation interventions to identified users. Additionally, interventions, education, or brief counseling should be offered to prevent initiation of tobacco use in school-aged children and adolescents. In addition to the provision and documentation of tobacco screening, cessation and counseling services, providers must also use approved codes for claims and encounter submissions.

## Coding Guidance for Tobacco Cessation and Counseling

### Tobacco User Diagnosis

ICD-10-CM diagnosis codes examples:

- F17 codes: Tobacco use
- O99 codes: Maternal tobacco use
- T65 codes: Toxic effect of tobacco and nicotine
- Z codes: Exposure or history of tobacco use

### Tobacco Cessation and Counseling Services

Code examples:

- CPT II: 4000F Tobacco use cessation intervention, counseling
- CPT: 99046 Intermediate counseling and cessation treatment
- HCPCS: G9906 Tobacco user received cessation intervention
- ICD-10-CM: Z71.6 Tobacco abuse counseling

If you have any questions regarding tobacco cessation and counseling or would like assistance with coding, email [QualityImprovement@goldchp.org](mailto:QualityImprovement@goldchp.org).

**SECTION 13:**

# Alcohol and Drug Screening, Assessment, Brief Interventions and Referral to Treatment (SABIRT)

The state Department of Health Care Services (DHCS) has issued [APL 21-014](#), “Alcohol and Drug Screening, Assessment, Brief Interventions and Referral to Treatment,” which supersedes APL 18-014. This new guidance has been expanded to include drug Screening, Assessment, Brief Interventions and Referral to Treatment (SABIRT), in addition to the existing requirement for providers to perform alcohol SABIRT. All members 11 years of age and older, including pregnant women, must be provided alcohol and drug SABIRT services, in accordance with the United States Preventive Services Task Force (USPSTF) and American Academy of Pediatrics (AAP) recommendations. Screening and assessment for unhealthy alcohol and drug use must be conducted using validated screening tools, and providers must document the elements outlined in APL 21-014. In addition to the provision and documentation of alcohol and drug SABIRT services, providers must also use approved codes for claims and encounter submissions.

## **Coding examples include, but are not limited to:** ICD-10-CM diagnosis codes

- Z71.41: Alcohol abuse counseling and surveillance of alcoholic
- Z71.51: Drug abuse counseling and surveillance of drug abuser

## SABIRT service codes

- CPT codes
  - » 99408: Alcohol and/or substance abuse structured screening and brief intervention services; 15 to 30 minutes
- HCPCS codes
  - » G0397: Alcohol and/or substance abuse screening and brief intervention services; greater than 30 minutes
  - » H0049: Alcohol and/or drug screening
  - » H0050: Alcohol and/or drug screening, brief intervention, per 15 minutes

Gold Coast Health Plan (GCHP) thanks you for your efforts to identify, treat and support members with alcohol and drug use disorders. If you have any questions regarding the new requirements or would like assistance with coding, email [QualityImprovement@goldchp.org](mailto:QualityImprovement@goldchp.org).

**SECTION 14:**

# Cultural and Linguistic Services

## Language Assistance Services

Gold Coast Health Plan (GCHP) offers free services to support the linguistic needs of members. These services are simple to access and easy to use. Please use the following contact information and resources when requesting interpreting and language services.

## Telephone Interpreting Services

Telephone interpreting services are available to GCHP providers 24 hours a day, seven days a week.

To access a telephone interpreter:

1. Call 1-866-421-3463
2. Provide an access code  
Health care providers access code: 843014  
Beacon Health Option providers access code: 80086648
3. Indicate the language needed
4. Provide the caller's name, agency, member's zip code, and member's GCHP ID number
5. Document the interpreter's name and ID number for reference

Important things to remember when working with a telephone interpreter:

- At the beginning of the conversation, briefly tell the interpreter the nature of the call.
- Speak directly to the person with limited English proficiency and keep the conversation in first person.
- Pause at the end of each complete thought and allow the interpreter to interpret.
- Check for understanding throughout the session.
- Please note that to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.
- End the call when all objectives have been met.

## Interpreting and Translation Services

GCHP interpreting and translation services include:

- Written and oral interpretation services from a qualified interpreter.
- Sign Language interpreting for deaf and hearing-impaired members.
- Alternative format requests for Braille, audio format, large print (no less than 20 point Arial font), and accessible electronic formats as well as requests for other auxiliary aids and services for people with disabilities.

**Note:** Members are **NOT** required to provide an interpreter or use a friend or family member, including minors, to interpret during medical and behavioral appointments.



For easier access when requesting language assistance services for members, GCHP combined the translation and interpreting services request form into one new form. The new form includes all modes of language assistance and auxiliary services. To request a copy of the new form, email the Cultural and Linguistic Service Department at [CulturalLinguistics@goldchp.org](mailto:CulturalLinguistics@goldchp.org). The form is also available on the [GCHP website](#).

## Reminder: Cultural Competency Trainings for Providers and Staff

GCHP offers free online training modules to help you work with vulnerable populations and increase your awareness of the diverse health care needs of our membership.

GCHP encourages all providers and staff to complete cultural competency training. 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 staff must complete this training.

The training modules are available on the GCHP website, under the [For Providers](#) tab.

It is important that providers and staff sign and return the GCHP Cultural Competency Training Acknowledgment Form upon completion of each module via email to [CulturalLinguistics@goldchp.org](mailto:CulturalLinguistics@goldchp.org) or fax to 1-805-248-7481. If you have already completed cultural competency training through another organization, please indicate that in the appropriate section and return the [acknowledgement form](#).

**Gold Coast Health Plan**  
Integrity • Accountability • Collaboration • Trust • Respect

**CULTURAL COMPETENCY TRAINING ACKNOWLEDGEMENT FORM**

Option 1: Cultural competency training provided by Gold Coast Health Plan (GCHP)

Date of GCHP training: \_\_\_\_\_ Name of GCHP contracted entity or provider: \_\_\_\_\_ (Name)  
 I affirm to having received GCHP training resources for cultural competency and/or Seniors and Persons with Disabilities (SPD) and confirm that \_\_\_\_\_ (Name) a network provider for the Medicaid program, has completed the training.

Option 2: Cultural competency training provided by another organization or health plan

Date of cultural competency training: \_\_\_\_\_ Name of GCHP contracted entity or provider: \_\_\_\_\_ (Name)  
 I affirm to having received training and resources on cultural competency and/or Seniors and Persons with Disabilities (SPD) from another organization or health plan. I confirm that \_\_\_\_\_ (Name) a network provider for the Medicaid program, has completed the training.

I affirm to receiving and reviewing cultural competency training provided to me. Please sign and date below.

Print Name: \_\_\_\_\_ Title: \_\_\_\_\_  
 Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please fax this signed form to Cultural and Linguistic Services at 1-805-248-7481 or email it to [CulturalLinguistics@goldchp.org](mailto:CulturalLinguistics@goldchp.org).

711 East Daily Drive, Suite 100, Covellville, CA 95010 | 1-805-248-1228 | [www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org)

**DHCS PRACTICE RESOURCES DURING COVID-19**  
A postcard resource guide that can be used by providers

**GENDER AFFIRMING CARE: CULTURAL COMPETENCE (PART 1)**  
Cultural Competence is a foundational pillar for reducing health disparities through culturally sensitive and unbiased quality care. In the wake of COVID-19, culturally competent approaches to care are more necessary than ever. [AHRQ](#) and [Boston Medical Center](#)

**CULTURAL COMPETENCE IN CARING FOR THE LGBTQIA+ POPULATION**

- ▶ Watch a [panelist of doctors](#) describe their experiences in engaging with Lesbian, Gay, Bisexual, Transgender, Queer, Intersex and Asexual (LGBTQIA+) population.
- ▶ Learn about [establishing relationships](#) and avoiding communication missteps.
- ▶ Watch [effective communication](#) strategies and lessons learned.

**RESOURCES WHEN ENGAGING WITH FAMILIES**

<b>Children and Adolescents</b>	<ul style="list-style-type: none"> <li>▶ Learn evidence-based <a href="#">behavioral health care approaches</a> including affirming techniques that can be used by providers (recorded webinar).</li> <li>▶ Learn how providers can <a href="#">apply best practices in serving gender-diverse families by providing resources</a> and appropriate referrals.</li> <li>▶ Learn and understand the <a href="#">experiences of transgender and gender-diverse youth</a> and their families when accessing health care services (recorded webinar).</li> </ul>
<b>Older Adults</b>	<ul style="list-style-type: none"> <li>▶ Explore strategies to engage internal and community resources to support <a href="#">gender-diverse older members</a> during COVID-19 (recorded webinar).</li> <li>▶ Learn how to support LGBTQIA+ older adults with <a href="#">housing and healthcare needs, provide affirming referrals for supportive services and offer inclusive health care environments</a>.</li> </ul>

**Gender Affirming Care: Cultural Competence**  
GCHP is pleased to announce that DHCS has released a postcard on Cultural Competency: Affirming Gender Care during COVID-19. This postcard provides helpful resources and tools when engaging with Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, and Asexual (LGBTQIA+) members. The resource provides a deeper understanding of the needs of this population and ways to address the needs of LGBTQIA+ members based on ethnicity and age. View the postcard [here](#).

## Contact us

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).

## SECTION 15:

# Health Education

## Tobacco Cessation – Kick It California



Kick it California is a free program that helps Californians kick smoking, vaping, and smokeless tobacco with the help of proven, science-based strategies. Gold Coast Health Plan (GCHP) encourages providers to ask members if they use any form of tobacco and to provide tobacco cessation resources when appropriate. Members can visit the Kick It California website at [kickitca.org](http://kickitca.org) or call 1-800-300-8086. For information in Spanish, visit [kickitca.org/es](http://kickitca.org/es) or call 1-800-600-8191.

## Smile California – Medi-Cal Dental

Medi-Cal currently offers dental services through the Medi-Cal Dental Program, formally known as Denti-Cal. Medi-Cal Dental provides free or low-cost dental services to eligible children and adults. For more information, please advise members to visit [SmileCalifornia.org](http://SmileCalifornia.org) – [SonrieCalifornia.org](http://SonrieCalifornia.org) in Spanish – or call the Medi-Cal Dental Program at 1-800-322-6384 / TTY 1-800-735-2922, Monday through Friday from 8 a.m. to 5 p.m.

Providers are urged to encourage members to:

- Brush their teeth twice a day with a fluoride toothpaste.
- Clean between their teeth daily.
- Eat a healthy diet that limits sugary beverages and snacks.
- See their dentist regularly for prevention and treatment of oral disease.

## Fluoride Varnish

GCHP promotes oral care and understands that health care providers who routinely see pregnant women and children offer the best hope for preventing and controlling tooth decay.

Dental caries (tooth decay) is the single most common chronic childhood disease, with striking disparities among various disadvantaged and underserved population subgroups. More than half of children in California have experienced dental caries by kindergarten, increasing to more than 70% by third grade. Children see medical providers on average nine times before they ever visit a dentist.

Physicians, nurses, and medical personnel are legally permitted to apply fluoride varnish (FV) when the attending physician delegates the procedure and establishes protocol, according to the state Department of Health Care Services (DHCS) [APL 19-010](#), “Requirements for Coverage of Early and Periodic Screening, Diagnostic, and Treatment Services for Medi-Cal Members Under the Age of 21.”

FV is a Medi-Cal benefit available for eligible children under 6 years of age. FV is a low-cost and highly effective treatment that can be applied in minutes during well-child and other medical visits. For members under 6 years of age, GCHP provides Fluoride Varnish Applications up to three times a year. The billing code for the topical application of fluoride for a child is HCPCS code 99188. The HCPCS code for fluoride varnish is D1206. Currently, the Medi-Cal rate for 99188 and D1206 is \$18.

GCHP requires network practitioners to provide timely periodic health assessments and dental screenings, which include inspection of the mouth, teeth, and gums. They are performed as part of the initial health assessment by the medical home. The periodic assessment shall include recommendations for preventive pediatric health care in accordance with the [Bright Futures / American Academy of Pediatrics Standard of Care and Periodicity Schedule](#).

## Women’s Health



GCHP is focused on improving three specific measures related to a woman’s health. These include cervical cancer, breast cancer, and chlamydia screenings.

GCHP urges providers to encourage members to complete these preventative screenings, and offers the following resources to assist with member screening completion:

- [Cervical Cancer Screening Member Incentive](#)
- [List of contracted imaging centers for breast cancer screenings \(mammograms\)](#)
- [Health Education resources for chlamydia screenings](#)
- [Transportation to appointments](#)
- [Language assistance and interpreting services](#)

## Increasing Physical Activity

Getting physical activity in can be a challenge while staying at home. GCHP encourages doctors to promote the importance of physical activity. The Centers for Disease Control and Prevention (CDC) recommends the following:

- Children 3 to 5 years of age need physical activity throughout the day, every day for growth and development.
- Children and adolescents 6 to 17 years of age need at least 60 minutes of moderate-to-vigorous intensity physical activity daily.
- Adults need 150 minutes a week of moderate intensity activities, such as brisk walking, for health benefits.

For additional resources in English and Spanish visit the [CDC website](#).



## Approved Companies for Health Education Materials for Medi-Cal Providers

DHCS maintains a list of companies that produce health education resources and promotional materials in various languages. The materials distributed by the approved companies meet the DHCS requirement of a sixth grade readability level.

Below is a list of approved companies for health education materials. For a copy of the most current list of approved companies for health education materials, please see [APL 18-016](#), “Readability and Suitability of Written Health Education Materials.”

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

If you wish to work with a company that is not on the DHCS list of approved health education companies, please 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).



# 53 Provider Operations Bulletin

APRIL 2022

For additional information, contact Customer Service at 1-888-301-1228.  
Gold Coast Health Plan  
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[www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org)