

Memorandum

To: Gold Coast Health Plan Total Care Advantage Provider Reference Guide
Pharmacy Update

From: Vicki Wrightster, Senior Director, Provider Network Operations

Re: Total Care Advantage Provider Reference Guide, Pharmacy Quick Reference

Date: Jan. 15, 2026

Effective Jan. 1, 2026, Gold Coast Health Plan (GCHP) began offering **Total Care Advantage (HMO D-SNP)**, an **Exclusively Aligned Enrollment (EAE) Dual Special Needs Plan** designed for members who are dually eligible for both Medicare and Medi-Cal.

Last week, we shared the **Total Care Advantage Provider Reference Guide** that outlines the benefits, operational processes, and departmental differences between our Medi-Cal plan and Total Care Advantage.

Based on our experience during the first week of implementation, we want to highlight several important reminders to ensure your teams have the information needed to support members effectively. We have also updated the Pharmacy Benefits section of the **Total Care Advantage Reference Guide** and have provided some key reminders detailed below.

Key Reminders and Additional Guidance

Eligibility Verification

Please ensure that eligibility is verified for every member.

- Some members previously enrolled in GCHP Medi-Cal have transitioned to Total Care Advantage. **Their member ID numbers have not changed.**
- We also have **new Total Care Advantage members**, and eligibility should be confirmed for them as well.

Accurate eligibility verification is essential to ensure your office is referencing the correct benefits, understanding covered services, and directing members to the appropriate resources.

Pharmacy Benefits

As outlined in the Provider Reference Guide, **pharmacy benefits under Medicare differ from those under Medi-Cal.**

- **Medicare Part D medications** and certain **Part B pharmacy claims**—including glucose monitoring systems and continuous glucose monitors—are processed through Total Care Advantage's contracted Pharmacy Benefit Manager, **Prime Therapeutics**.
- Because of these differences, verifying eligibility is especially important.
 - For current Total Care Advantage members and those who were previously GCHP Medi-Cal only members, you can submit prior authorizations, including those submitted to Medic-Cal Rx, electronically using **CoverMyMeds**. However, please make sure that you follow the directions on the updated Pharmacy Reference Sheet.
- You can find the updated **Total Care Advantage Pharmacy Quick Reference**.

Thank you for your continued partnership and commitment to serving our members. We will continue to share updates and resources to support a smooth transition into the Total Care Advantage program.

We hope our Provider Reference Guide, and this updated **Total Care Advantage Pharmacy Quick Reference**, serve as helpful tools as we work together to support our shared members.

Should you have any questions, please feel free to reach out to us at providerrelations@goldchp.org.

Sincerely,

Vicki Wrightster, Senior Director, Provider Network Operations