



Provider Operations Bulletin

52

FEBRUARY 2022

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SECTION 1:

Medi-Cal Rx

Medi-Cal Rx went live on January 1, 2022, for all Medi-Cal beneficiaries throughout the state. While most members have been able to access their medications, there has been some disruption for some members. Below are quick links for information regarding Medi-Cal Rx and tips to assist in the prior authorization process.

Quick Links:

- [Medi-Cal Rx Website](#)
- [Contract Drug List](#)
- [Drug Look-Up Tool](#)
- [Provider Portal](#)
- [News and Bulletins](#)
- [Prior Authorization and Appeal Submission Reminders](#)

Important Tips from Gold Coast Health Plan (GCHP):

- The prior authorization / appeal request should include all relevant medical information including diagnosis, comorbid conditions, previously tried and failed medications (includes dates and outcomes), and any other rationale applicable to the product selection.
- For medically necessary brand drugs, provide rationale for the brand and include the outcome of the trial of the generic equivalent.
- Make sure the member's name is spelled correctly and exactly matches the member's name as written on their Medi-Cal BIC.

For additional help from GCHP, the Pharmacy Department can be reached via email at Pharmacy@goldchp.org or via phone at 1-805-437-5738.

SECTION 2:

Buprenorphine FDA Safety Communication

Gold Coast Health Plan (GCHP) received an FDA Drug Safety Communication regarding dental problems with buprenorphine medicines dissolved in the mouth to treat opioid use disorder and pain. The notification provides details regarding the warning, the change to the approved FDA labeling of these products and additional information for patients and health care professionals. To view the communication, [click here](#).



SECTION 3:

Provider Relations Virtual i-Transact Portal Trainings and Site Overviews

Gold Coast Health Plan (GCHP) is aware of the challenges providers are experiencing in our new i-Transact Provider Portal. To assist with those challenges, the GCHP Provider Relations team is offering online webinar trainings to educate and answer your questions when working in the portal. We are also addressing other questions and providing additional resources as needed. To schedule a time for the webinar training and for any other questions you have, please email ProviderRelations@goldchp.org.

For your convenience, you may download a copy of the i-Transact Provider Portal User Guide [here](#).

Thank you for your patience and cooperation.



SECTION 4:

CalAIM Implemented January 1, 2022

Gold Coast Health Plan (GCHP) began implementing [California Advancing and Innovating Medi-Cal \(CalAIM\)](#) on January 1, 2022. CalAIM has three primary goals:

1. Identify and manage member risk and need through whole person care approaches and addressing social determinants of health.
2. Move Medi-Cal to a more consistent and seamless system by reducing complexity and increasing flexibility.
3. Improve quality outcomes, reduce health disparities, and drive delivery system transformation and innovation through value-based initiatives, modernization of systems, and payment reform.

Enhanced Care Management (ECM) and Community Supports (CS) are two key programmatic elements of CalAIM. They began January 1, 2022.

Members may be eligible for one or both services, and members receiving both ECM and CS will have their CS services coordinated by the ECM provider. Members requiring CS who are not receiving ECM will have their CS services coordinated by GCHP's Care Management ECM team.

Enhanced Care Management (ECM)

ECM is a new benefit for eligible GCHP members that provides a whole-person approach to care that addresses the clinical and non-clinical circumstances of high-need Medi-Cal beneficiaries. ECM is a collaborative and interdisciplinary approach to providing intensive and comprehensive care management services to individuals. ECM builds on the current Health Homes Program and Whole Person Care Pilots, and transitions those services to this new statewide managed care benefit. This provides a broader platform to build on positive outcomes from those programs to provide whole-person care management and services to support meeting members' social needs.

An ECM care coordinator can help members:

- Find doctors and get appointments for health related services they may need.
- Better understand and keep track of their medications.
- Set up a ride to get to their doctor visits.
- Find and apply for community-based services based on their needs, like housing supports or medically nutritious food.
- Get follow-up care after they leave the hospital.

Members in the following populations of focus may be eligible for ECM.

ECM Populations of Focus: Go Live Jan. 1, 2022	
High Utilization <ul style="list-style-type: none"> 18 years of age or older 5+ avoidable ER visits in last six months OR 3+ unplanned, avoidable IP admissions or SNF stays in last six months 	Homelessness <ul style="list-style-type: none"> Homeless or at imminent risk of becoming homeless 1+ complex physical, behavioral, or developmental health need
SMI/SUD <ul style="list-style-type: none"> 18 years of age or older Meet criteria for SMH and/or DMC-ODS services 1+ complex SDoH factors AND at least one of the following: <ul style="list-style-type: none"> Overdose / at risk of overdose Pregnant / post-partum Suicidal Ideation High risk of institutionalization 2+ ER visits or 2+ admits for SUD / alcohol use in 12 months Uses crisis services, ER, UC, or IP stays as the sole source of care 	Justice System Involvement* <ul style="list-style-type: none"> Transitioning from incarceration or transitioned from incarceration within the last 12 months AND at least one of the following: <ul style="list-style-type: none"> Chronic mental illness Substance Use Disorder (SUD) Chronic disease Intellectual or developmental disability Traumatic brain injury HIV Pregnancy

Community Supports (CS)

To build upon and transition the excellent work done under California's Whole Person Care Pilots, DHCS will implement Community Supports (CS, also known as "In Lieu of Services"), which are flexible wrap-around services that a Medi-Cal managed care plan will integrate into its population health strategy. These services are provided as a substitute to, or to avoid, other covered services, such as a hospital or skilled nursing facility admission or a discharge delay.

The current list of CS GCHP implemented in January 2022 includes:

Community Support	Description	Eligible Population
Housing Transition Navigation Services	Developing member housing plan and assistance with obtaining housing, including assistance with searching for housing or completing housing applications.	Homeless / at risk of homelessness AND at least one: <ul style="list-style-type: none"> 1+ serious chronic conditions
Housing Deposits	Funding for one-time services necessary to establish a household, including security deposits to obtain a lease, first month's coverage of utilities, or first and last month's rent required prior to occupancy.	<ul style="list-style-type: none"> Serious Mental Illness / Substance Use Disorder At risk of institutionalization Serious Emotional Disturbance (children / adolescents) OR
Housing Tenancy and Sustaining Services	Assistance with maintaining stable tenancy once housing is secured, including interventions for behaviors that may jeopardize housing, such as late rental payment or behaviors resulting from unaddressed behavioral health conditions. Interventions may include financial literacy support; coordination with the member's ECM provider, behavioral health providers, and other providers; and/or landlord relationship management services.	<ul style="list-style-type: none"> Exiting incarceration Transitional-aged youth with significant barriers to housing

Community Support	Description	Eligible Population
Recuperative Care (Medical Respite)	Short-term residential care for beneficiaries who no longer require hospitalization, but still need to recover from injury or illness and whose condition would be exacerbated by an unstable living environment.	Members who are at risk of hospitalization or post hospitalization AND at least one of the following: <ul style="list-style-type: none"> • Are homeless or at risk of homelessness • Live alone with no formal supports • Housing insecurity jeopardizing their health and safety
Medically Tailored Meals	Meals provided to the member that are tailored to meet beneficiaries' unique dietary needs, within 30 days following discharge from a hospital.	Members discharged from the hospital within the past 30 days who were hospitalized for a Congestive Heart Failure (CHF)-related primary diagnosis.

Referrals and Authorization Requests

Anyone can submit a referral, including members, family, community members and community organizations.

- [CS Referral Form](#)
- [ECM Referral Form](#)

You can reach the GCHP ECM/CS team at 1-805-437-5911 or at CalAIM@goldchp.org. Individuals may also contact the Member Services Department at 1-888-301-1228.

SECTION 5:

Changes to Prior Authorization Requirements for Continuous Glucose Monitoring and Enteral Nutrition

As of Jan. 1, 2022, the state Department of Health Care Services (DHCS) carved out all prescription benefits from managed care plans (MCP) under a new program called Medi-Cal Rx. All pharmacy claims are now submitted directly to the state via its pharmacy benefit manager (PBM), Magellan Medicaid Administration, Inc.

Medi-Cal Rx will also cover continuous glucose monitoring and enteral nutrition when it is provided through a specialty pharmacy. Starting July 1, 2022, authorizations for enteral nutrition and continuous glucose monitoring should be submitted directly to the state via its PBM, Magellan Medicaid Administration, Inc.

Gold Coast Health Plan (GCHP) will continue to authorize and cover continuous glucose monitoring and enteral nutrition when it is provided through a medical provider.

For questions regarding GCHP's prior authorization process, please contact the Customer Service Department at 1-888-301-1288.



SECTION 6:

Paper Claim Submission Requirements and Tips

When paper claims are submitted to Gold Coast Health Plan (GCHP), they are scanned for optimal processing and recording of data. Paper claims must be legible and provided in nationally accepted standard formats to ensure scanning capabilities. GCHP strongly encourages electronic claims submission. If you are interested in enrolling, please review the Electronic Data Interchange (EDI) section of the [Provider Manual](#) beginning on page 71.

The following paper claim submission requirements can speed claim processing and prevent delays:

- Use the correct form and be sure it meets Centers for Medicare & Medicaid Services (CMS) standards. A photocopy of a form is not acceptable. The original form (red lines) should be submitted.
- Use black or blue ink to complete the form. Do not use red ink, as the scanner may not be able to read it.
- Use the “Remarks” field for messages.
- Do not stamp or write over boxes on the claim form.
- Send the original claim form to GCHP and retain the copy for your records.
- Separate each individual claim form. Do not staple original claims together, as GCHP will consider the second claim an attachment and not an original claim to be processed separately.
- Use the member’s name as it appears on their GCHP ID card. Using any other name, such as the name on their driver’s license, will result in the claim being rejected.

For timely processing and payment, mail paper claims to GCHP using the following address:

ATTN: Claims
Gold Coast Health Plan
P.O. Box 9152
Oxnard, CA 93031

SECTION 7:

Gold Coast Health Plan's (GCHP) 10th Anniversary Community Project

On July 1, 2021, Gold Coast Health Plan (GCHP) celebrated 10 years of serving Medi-Cal members and the Ventura County community. To commemorate this anniversary, GCHP is working with its members, providers, and the community to identify community needs that will serve as inspiration for a community project. Our goal is to complete a project that will address a need in the community related to quality care, education, safe environments, access to housing and financial resources.

A project proposal form is available on the GCHP website for you to provide your ideas on a community project you would like GCHP to support. Project examples include starting a mobile library unit, building a community garden, or creating a health literacy program.

GCHP welcomes ideas from everyone and encourages you to share the project proposal form with your colleagues and patients. The project idea submission deadline is February 28, 2022. [Click here](#) to send in your feedback.

If you have any questions, please contact the GCHP Community Relations Department at CommunityRelations@goldchp.org or 1-805-437-5563.

The screenshot shows the 'Community Project Feedback Form' page on the Gold Coast Health Plan website. The page is titled 'Community Project Feedback Form' and is 'Page 1 of 3'. The main heading is 'Gold Coast Health Plan Community Project'. The text on the page reads: 'GCHP would appreciate your feedback on the types of community projects we can support. Project proposals can include starting a mobile library, a recycling program or a community garden. Click the link below to complete and submit your ideas. Proposals are due by February 28, 2022.' It also includes a thank you message and contact information for the GCHP Community Relations Department: 'Thank you for helping us on this project! Please fill out the application and make sure to include your information. If you have any questions or need help filling out this form, contact the GCHP Community Relations Department at CommunityRelations@goldchp.org or 1.805.437.5563.' A 'Next page' button is located at the bottom right of the form area. The footer of the page includes the Gold Coast Health Plan logo, address (711 E. Dally Drive, Suite 106, Camarillo, CA 93010), social media icons for LinkedIn and YouTube, and links for 'Map and driving directions', 'Site map', and 'Privacy policy'.

SECTION 8:

Gold Coast Health Plan (GCHP) Speakers Bureau

Do you want to know more about Gold Coast Health Plan (GCHP) and Medi-Cal? Inquire about GCHP's Speakers Bureau. The Speakers Bureau was launched in 2021 to coordinate speaking engagements with GCHP's subject matter experts to create awareness about GCHP and our mission in the community.

Our team of speakers will meet with providers, community partners and other organizations throughout the county – both virtually and in person – to provide information about GCHP services and Medi-Cal initiatives, including:

- California Advancing & Innovating Medi-Cal (CalAIM)
- Health equity
- Population health

Depending on the audience, speakers may also discuss state and federal policies that would impact the Medi-Cal / Medicaid program.

Interested organizations can request speakers through the [Speakers Bureau page](#) on the GCHP website. For more information, email CommunityRelations@goldchp.org.

SECTION 9:

Affirmative Statement About Utilization Management

Gold Coast Health Plan's (GCHP) mission is *"To improve the health of our members through the provision of high-quality care and services."* GCHP supports this mission through its vision statement, *"Compassionate care, accessible to all, for a healthy community."* GCHP staff involved in UM decision making understands the affirmation statement about Utilization Management (UM) incentives as follows:

- UM decision making is based only on appropriateness of care and services and existence of coverage.
- GCHP does not specifically reward practitioners or other individuals for issuing denials of coverage or care.
- Financial incentives for UM decision makers do not encourage decisions that result in underutilization.
- GCHP does not use incentives to encourage barriers to care and services.
- GCHP does not make hiring, promotion or termination decisions based upon the likelihood or perceived likelihood that an individual will support or tend to support the denial of benefits.

Clinical Criteria

The UM Department uses clinically sound, nationally developed and accepted criteria for making medical necessity decisions. Clinical criteria used include, but is not limited to:

- **MCG Care Guide Quality Improvement guidelines**
- **Other nationally recognized criteria:** Occasionally, a service is requested for which a GCHP clinical guideline is not available. In these instances, GCHP medical directors and physician reviewers will review guidelines from other national professional organizations. Resources may include, but are not limited to:
 - » Up to Date: An evidence-based, physician-authored clinical decision support resource.
- **GCHP clinical guidelines**

The above criteria is available upon request by contacting Customer Service at 1-888-301-1228.

SECTION 10:

Increasing Preventive Care Screenings and Return to Care for Gold Coast Health Plan (GCHP) Members

Member Rewards Programs

Gold Coast Health Plan (GCHP) offers rewards to members who complete specific preventive care exams in 2022. These include:

- **Child and adolescent well-care exam:** Members 3 to 21 years of age can get a \$20 gift card for completing an annual well-care exam.
- **Cervical cancer screening:** Female members 21 to 64 years of age can get a \$25 gift card for completing a routine cervical cancer screening.
- **Asthma exam:** Members 5 to 64 years of age who have been diagnosed with asthma can get a \$40 gift card for completing an asthma check-up.

Members and providers can download these forms on the [GCHP website](#).

Time to Get Back to Care

GCHP recently launched a new [Time to Get Back to Care](#) webpage to remind new and current members about:

- Establishing and maintaining care with a primary care provider (PCP).
- Resuming care that may have been deferred due to the COVID-19 pandemic.
- Scheduling routine exams for preventive screenings and chronic conditions.
- The importance of maintaining good physical and mental health.
- Assistance with access to care.

For questions on coverage and/or how to get services needed, members can call the Member Services Department at 1-888-301-1228 Monday through Friday from 8 a.m. to 5 p.m. If you use a TTY, call 1-888-310-7347 or 711.

SECTION 11:

State Department of Health Care Services (DHCS) Guidance on Reporting Provider-Preventable Conditions

Provider-preventable conditions (PPCs) consist of health care-acquired conditions (HCAC) when they occur in acute inpatient hospital settings only, and other provider-preventable conditions (OPPC), when they occur in any health care setting. Title 42 of the Code of Federal Regulations and the Welfare and Institutions Code require all Medi-Cal providers associated with claims for Medi-Cal payment or with courses of treatment prescribed to a Medi-Cal patient to report PPCs to the state Department of Health Care Services (DHCS).

Providers caring for patients with either Fee-For-Service (FFS) or managed care Medi-Cal are to report a PPC after discovery of the PPC. PPCs that existed prior to the start of treatment of the patient by the provider do not need to be reported. The reporting of PPCs for Medi-Cal beneficiaries to DHCS does not remove the reporting requirement of adverse events and healthcare-associated infections (HAI) to the California Department of Public Health.

DHCS has a secure online [reporting portal](#) to report PPCs to DHCS. Gold Coast Health Plan (GCHP) providers must also report the PPC to GCHP via a secure email to PQIReporting@goldchp.org.

For a complete list of HCACs, OPPCs and other information regarding PPCs, [click here](#).



SECTION 12:

Closing Member Gaps in Care Through Secure Digital Outreach

As part of the 2022 quality improvement strategy to engage members in preventive care services, Gold Coast Health Plan (GCHP) continues to partner with third-party vendor Eliza to engage GCHP members through a new platform of secure, digital-focused campaigns. These campaigns are intended to drive member action and adherence to quality gaps in care, and will provide education regarding the importance of preventive services, survey members on their intent to receive services, and assist with scheduling. Content will be offered in English and Spanish to adult and pediatric populations, with a target launch time frame of April 2022.

Targeted measures for the text campaigns are part of the state Department of Health Care Services (DHCS) Managed Care Accountability Set (MCAS), and will include:

- Cervical Cancer Screening
- Breast Cancer Screening
- Chlamydia Screening
- Child and Adolescent Well-Child Exams (3 to 21 years of age)
- Diabetes Care – HbA1c

If you have questions regarding this member outreach campaign, please contact the Quality Improvement at QualityImprovement@goldchp.org.

SECTION 13:

Managed Care Accountability Set (MCAS) Reporting Year 2022: Data Collection Effort

Gold Coast Health Plan (GCHP) wishes our provider partners a happy and healthy 2022! Thank you for your work providing high quality care to GCHP members and within the community. We commend your perseverance and valuable service to GCHP members during these challenging times.

2021 / 2022 MCAS Project

The Quality Improvement (QI) team has begun preparing for the annual Managed Care Accountability Set (MCAS) data collection and reporting project. For Measurement Year (MY) 2021 / Reporting Year (RY) 2022, GCHP will report outcomes on MCAS, a list of quality indicators selected by the state Department of Health Care Services (DHCS). Many of the MCAS measures are part of the National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS®), a nationally recognized set of standardized performance measures.

Medical Record Collection

The MCAS project is a retrospective review of services and clinical care provided to members. RY 2022 will assess services provided in 2021 (and prior to that for designated measures). GCHP will report **36 MCAS** measures to DHCS and, of those, 15 measures will be held to a minimum performance level (MPL). Measures held to MPL are evaluated using data sources including claims, encounter and supplemental data, and medical records.

For each of the following measures, a random sample of patient records are selected for medical record review:

- Cervical Cancer Screening (CCS)
- Childhood Immunization Status (CIS)
- Comprehensive Diabetes Care HbA1c Poor Control (>9%) (CDC-H9)
- Controlling High Blood Pressure (CBP)
- Immunizations for Adolescents (IMA)
- Prenatal and Postpartum Care (PPC-Pst/Post)
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents (WCC-BMI/PA/N)

For each of the following measures, claims / encounter and supplemental data are used to assess performance (no medical records are requested):

- Breast Cancer Screening (BCS)
- Child and Adolescent Well-Care Visits (WCV)
- Chlamydia Screening in Women (CHL)
- Well-Child Visits in the First 30 Months of Life (W30)

Provider Office Participation

Clinics can expect to be contacted by Inovalon — the certified HEDIS® vendor — to obtain designated medical records for selected patients, as applicable. Options for medical record submission include electronic medical record (EMR) access, secured / encrypted email, fax, standard mail, or onsite visit. In light of COVID-19 social distancing precautions, electronic means for collection of medical record information is preferred.

2021 MCAS Timeline

January - May	<ul style="list-style-type: none"> • Collection and review of medical records. • Compliance audit occurs to validate process / findings.
June - July	<ul style="list-style-type: none"> • MCAS results are compiled, finalized, and sent to DHCS.
August - November	<ul style="list-style-type: none"> • Results are assessed by the QI Department for opportunities for improvement. • DHCS assigns improvement projects for measures scoring below the MPL.

MCAS Resources

A variety of reference materials, including newly added measures and updates to existing measures, are available on the GCHP website. These materials are designed to help providers understand the MCAS performance measure requirements, including coding guidance and recommendations for best practices. These resources are currently being updated on the GCHP website to reflect MY 2021 / RY 2022. Materials include:

- Frequently Asked Questions (FAQs)
- Quick Reference Guide
- MCAS Measure Tip Sheets

To view these MCAS resources, [click here](#) or visit GoldCoastHealthPlan.org and go to For Providers > Quality Improvement.

Thank you for your support of the MCAS data collection project. If you have any MCAS questions or concerns, contact GCHP's Quality Improvement Department at QualityImprovement@goldchp.org.

SECTION 14:

Health Education

February American Heart Month

February is American Heart Month, a time when people can focus on their cardiovascular health. In recognition of this observance, the Centers for Disease Control and Prevention (CDC) is sharing [three toolkits](#) with key hypertension control resources. The American Heart Association also provides a variety of materials for members, including information on how to check their blood pressure at home. [Click here](#) to access materials in English and Spanish.

BLOOD PRESSURE MEASUREMENT INSTRUCTIONS

- DO NOT DRINK COFFEINE, SMOKE, CONSUME ALCOHOL OR TAKE ANY MEDICATIONS FOR AT LEAST 30 MINUTES BEFORE MEASUREMENT.
- REST IN A CHAIR FOR AT LEAST 5 MINUTES BEFORE YOUR LEFT ARM RESTS CONVENIENTLY IN A PLACE SUPPORTIVE AT HEART LEVEL. REST YOUR FEET ON A TABLE OR CHAIR SEAT.
- TAKE AT LEAST TWO READINGS 1-2 MINUTES APART IN SILENCE. BEFORE TAKING MEASUREMENT, AND BEFORE LEAVING, TAKE A 30-SECOND REST.
- USE PROPER CUFF SIZE AND POSITIONING. CHECK THE CUFF SIZE AND FIT.
- USE PROPER CUFF BRACE AND HOLDING POSITIONING. CHECK THE CUFF SIZE AND FIT.
- PLAC THE BOTTOM OF THE CUFF ABOVE THE BEND OF THE ELBOW.
- PLAC THE BOTTOM OF THE CUFF ABOVE THE BEND OF THE ELBOW.
- PLAC THE BOTTOM OF THE CUFF ABOVE THE BEND OF THE ELBOW.

American Heart Association recommended blood pressure levels

BLOOD PRESSURE CATEGORY	SYSTOLIC (mm Hg)	DIASTOLIC (mm Hg)
NORMAL	LESS THAN 120	AND LESS THAN 80
ELEVATED	120-129	AND LESS THAN 80
HIGH BLOOD PRESSURE (HYPERTENSION STAGE 1)	130-139	AND 80-89
HIGH BLOOD PRESSURE (HYPERTENSION STAGE 2)	140 OR HIGHER	OR 90 OR HIGHER
HIGH BLOOD PRESSURE (HYPERTENSION STAGE 3)	160 OR HIGHER	OR 100 OR HIGHER

LEARN MORE AT [HEALTH.ORG/HEALTHY](#)

INSTRUCCIONES PARA MEDIR LA PRESIÓN ARTERIAL

- NO FUMAR, NO BEBER CAFEÍNA NI ALCOHOL, NI TOMAR MEDICACIÓN ANTES DE MEDIR LA PRESIÓN.
- DESCANSA EN UNA SILLA POR AL MENOS 5 MINUTOS CON EL BRAZO DERECHO POSICIONADO CONVENIENTEMENTE EN UN LUGAR QUE TE SUSTENTE A LA ALTURA DEL CORAZÓN. PUESTA LA PUNTA DEL CUFF POR ENCIMA DE LA CODOY DE LA CODOY DE LA CODOY.
- USAR EL INSTRUMENTO CORRECTAMENTE CALIBRANDO Y MANTENIENDO LA MANERA CORRECTA DE USAR EL INSTRUMENTO.
- USAR EL INSTRUMENTO CORRECTAMENTE CALIBRANDO Y MANTENIENDO LA MANERA CORRECTA DE USAR EL INSTRUMENTO.
- USAR EL INSTRUMENTO CORRECTAMENTE CALIBRANDO Y MANTENIENDO LA MANERA CORRECTA DE USAR EL INSTRUMENTO.

Niveles de presión arterial recomendados por la Asociación Americana del Corazón

CATEGORÍA DE PRESIÓN ARTERIAL	VALORES EN EL SISTEMA MÉTRICO (mmHg)	VALORES EN EL SISTEMA IMPERIAL (mmHg)
NORMAL	MEJORES DE 120 Y MEJORES DE 80	MEJORES DE 120 Y MEJORES DE 80
ELEVADA	120-129 Y MEJORES DE 80	120-129 Y MEJORES DE 80
PRESIÓN ARTERIAL ALTA	130-139 Y 80-89	130-139 Y 80-89
PRESIÓN ARTERIAL ALTA 2	140 O MÁS ALTA Y 90 O MÁS ALTA	140 O MÁS ALTA Y 90 O MÁS ALTA
CRISIS DE HIPERTENSIÓN	MÁS ALTA DE 160 Y MÁS ALTA DE 100	MÁS ALTA DE 160 Y MÁS ALTA DE 100

MÁS INFORMACIÓN EN [HEALTH.ORG/HEALTHY](#)

Sources: Centers for Disease Control and Prevention & American Heart Association

Coming Soon!

Gold Coast Health Plan's (GCHP) Health Education (HE) Department is currently working on a new flyer that will assist members with managing their high blood pressure. The flyer is designed to encourage routine blood pressure checks and includes health tips. Once available, the flyer will be posted on the GCHP website and will be available in English and Spanish.

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, numbers and the dates of other tests your doctor may order. Once filled out, keep this form for your records.

Tests and Exams	How often	Next 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 130 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.-5 p.m. at 1-800-437-5710. If you use a TTY, call 1-888-310-7347.

Mi chequeo de presión arterial

Gold Coast Health Plan (GCHP) valora su salud. Una de las maneras en las que puede cuidar su salud es realizándose chequeos de la presión arterial de rutina a la orden de su doctor. Con frecuencia, la presión arterial alta no produce síntomas, por lo que las pruebas de rutina son la única forma de detectarla.

Esta tabla puede ayudarle a llevar un control de sus niveles de presión arterial alta y de las fechas de otras pruebas que su doctor puede ordenar. Una vez haya completado este formulario, guárdelo para su registro.

Pruebas y exámenes	Frecuencia	Fechas de las pruebas	Resultados
Chequeo de la presión arterial	Chequeo de la presión arterial según sea necesario. Si es alto, hable con su doctor.		
Chequeo del colesterol	Anualmente o según lo ordene su doctor.		
Examen de salud	Según lo recomendado por su doctor.		

El rango de presión arterial menor que 130 sistólica y 80 diastólica se considera normal. Hable con su doctor si sus valores de la presión arterial son mayores de este rango.

También puede cuidar su salud al:

- Mantener un peso saludable.
- Hacer ejercicio con regularidad y mantenerse activo.
- Comer más frutas, verduras y granos enteros.
- Consumir menos alimentos con alto contenido de sal y grasas.
- Eligir pescado o pollo sin piel con más frecuencia que la carne roja.
- Comer menos galletas, pasteles y otros productos horneados.
- No fumar ni consumir alcohol.
- Dormir suficiente.

Fuente: Centros para el Control y la Prevención de Enfermedades (CDC, por sus siglas en inglés)

Pregunte a su doctor si también debería medir su presión arterial en casa. Su doctor puede darle una receta para un aparato para medir la presión arterial. Si tiene alguna pregunta sobre su salud, llame a la Línea de atención de enfermería disponible las 24 horas al 1-877-431-1700 (TTY: 711). Para obtener más información, llame al Departamento de Educación para la Salud de GCHP al 1-800-437-5710. Si usa un TTY, llame al 1-888-310-7347.

Chronic Disease Self-Management Program (CDSMP)

The HE Department now offers Chronic Disease Self-Management Program (CDSMP) workshops for members in English and Spanish. Classes are being held virtually or by telephone. The workshops are six weeks long, and meetings are once a week for 2.5 hours virtually or for 30 minutes over the phone.

To download the Health Education Referral Form, [click here](#). To download the CDSMP flyer, available in English and Spanish, [click here](#). Workshops began in January 2022 and will run throughout 2022.

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 telephone workshop. The virtual workshop is 2.5 hours each week, and the telephone workshop is 30 minutes each week.

In the workshop, you will learn about:

- Making a weekly action plan
- Healthy eating
- Physical activity and exercise
- Medication usage

Participants will get:

- "Living a Healthy Life with Chronic Conditions" book
- Class handouts
- Medication 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 **1-805-437-5718** or email HealthEducation@goldcoast.org. If you use a TTY, call **1-888-310-7347**. Members may also visit the GCHP website: www.goldcoasthealthplan.org.

Gold Coast Health Plan
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Statement of Non-Discrimination 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 motivo de raza, color, nacionalidad, edad, discapacidad o sexo. Gold Coast Health Plan 遵守適用於聯邦公民權利法規定，不歧視種族、膚色、民族血統、年齡、殘障或性別等受保護特征。 / 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協助服務。請致電 1-888-301-1228 (TTY: 1-888-310-7347)。

Taller gratis para miembros de Gold Coast Health Plan
Programa Tomando Control de su Salud

Gold Coast Health Plan (GCHP) ofrece talleres gratis de Tomando Control de su Salud (CDSMP) por su salud en inglés para miembros mayores de 18 años con una condición médica crónica. Una condición médica crónica es la que dura mucho tiempo, como artritis, diabetes, enfermedades cardíacas, depresión, obesidad, dolor y muchas más. El taller puede enseñarle cómo controlar y manejar sus síntomas.

Los talleres se harán una vez a la semana durante seis semanas. Los miembros pueden elegir entre un taller virtual o por teléfono. El taller virtual es de 2.5 horas por semana y el taller por teléfono es de 30 minutos por semana.

En el taller aprenderá sobre:

- Cómo hacer un plan de acción semanal
- La alimentación saludable
- La actividad física y el ejercicio
- El uso de medicamentos

Los participantes recibirán:

- El libro "Tomando control de su salud"
- Folletos de la clase
- CD de medicación
- Botella de agua recargable
- Mochila
- Bolsa del almuerzo

Regístrese ahora al taller "Tomando Control de su Salud" para ganar confianza en sí mismo y hacerse cargo de su salud.

Llame al Departamento de educación para la salud al **1-805-437-5718** o envíe un email a HealthEducation@goldcoast.org. Si usa un TTY, llame al **1-888-310-7347**. Los miembros también pueden visitar el sitio web de GCHP en www.goldcoasthealthplan.org.

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2022 CDSMP Workshop Schedule

English Telephone Workshops

Date Range	Day of the Week	Time	Workshop Name
January 27 - March 3	Thursday	2 p.m. - 2:30 p.m.	English Telephone #1
March 8 - April 12	Tuesday	2:15 p.m. - 2:45 p.m.	English Telephone #2
June 2 - July 7	Thursday	2:15 p.m. - 2:45 p.m.	English Telephone #3

English Virtual Workshops

Date Range	Day of the Week	Time	Workshop Name
February 2 - March 9	Wednesday	2:30 p.m. - 4:30 p.m.	English Virtual #1
April 18 - May 23	Monday	2:15 p.m. - 4:15 p.m.	English Virtual #2
July 12 - August 16	Tuesday	2 p.m. - 4 p.m.	English Virtual #3

Spanish Telephone Workshops

Date Range	Day of the Week	Time	Workshop Name
January 28 - March 4	Friday	11:15 a.m. - 11:45 a.m.	Telephone workshop #1
March 7 - April 11	Monday	2:15 p.m. - 2:45 p.m.	Telephone workshop #2
June 2 - July 7	Thursday	3:30 p.m. - 4 p.m.	Telephone workshop #3

Spanish Virtual Workshops

Date Range	Day of the Week	Time	Workshop Name
April 21 - May 26	Thursday	2:15 p.m. - 4:15 p.m.	Virtual workshop #1
July 14 - August 18	Thursday	10:30 a.m. - 12:30 p.m.	Virtual workshop #2

Help Members with Asthma

GCHP has several resources aimed at improving the health of members with asthma. These include:

- Asthma Exam Member Incentive:** This incentive offers members 5 to 64 years of age who have been diagnosed with persistent asthma a \$40 gift card to Target, Wal-Mart or Amazon for completing a clinic visit that includes an asthma exam, a new or updated asthma action plan, and a review of asthma medication. The exam must be completed by Dec. 31, 2022. Members can access the [member incentive form](#) on the GCHP website.
- Asthma Action Plan:** GCHP's HE Department created a fillable asthma action plan for its members. Providers and members can access the [GCHP Asthma Action Plan](#), available in English and Spanish, on the GCHP website. Primary care providers (PCPs) may request an asthma action plan notepad to complete with GCHP members who have asthma.

Get a Free Gift Card!
¡Reciba una Tarjeta de Regalo Gratis!

\$40
Gift Card

Get a \$40 gift card for completing an asthma exam! Gold Coast Health Plan (GCHP) values your health. Children and adults with asthma should meet with their doctor at least once a year or more often if they are having asthma symptoms.

To get your \$40 gift card, you must meet these requirements:

- Be a GCHP member with full-scope Medi-Cal benefits between 5 to 64 years of age and have asthma.
- Complete all three items during an office or telehealth visit with your doctor by **December 31, 2022**:
 - Create or update an Asthma Action Plan
 - Review asthma medications
 - Fill out this form and have your doctor complete and sign the back of the form.
- Send the form by mail or fax to GCHP by **January 31, 2023**.

Limit one card per member per year. It may take up to 4-6 weeks after GCHP receives your completed form for you to get your gift card in the mail.

If you have any questions, call Gold Coast Health Plan at 1-888-301-1228 / TTY 1-888-310-7347 Monday through Friday from 8 a.m. to 5 p.m.

¡Obtenga una tarjeta de regalo de \$40 por completar un examen de asma! Gold Coast Health Plan (GCHP) valora su salud. Los niños y los adultos con asma deben reunirse con su médico por lo menos una vez al año o con más frecuencia si están teniendo síntomas de asma.

Para recibir su tarjeta de regalo de \$40, usted debe cumplir estas condiciones:

- Sea miembro de GCHP con beneficios de Medi-Cal completos, entre 5 a 64 años de edad y tener asma.
- Completar los tres cosas durante una visita al consultorio o una consulta de telehealth con su médico antes del 31 de diciembre de 2022:
 - Crear o actualizar un Plan de acción para el asma
 - Revisar los medicamentos para el asma
 - Completar este formulario y hacer que su médico lo complete y lo firme en el reverso.
- Enviar el formulario por correo postal o fax a GCHP antes del 31 de enero de 2023.

Límite de una sola tarjeta por miembro por año. Puede tomar hasta 4 a 6 semanas después de que GCHP reciba su formulario completo para que reciba su tarjeta de regalo por correo.

Si tiene alguna pregunta, llame a Gold Coast Health Plan al 1-888-301-1228 / TTY 1-888-310-7347 de lunes a viernes de 8 a.m. a 5 p.m.

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ASTHMA ACTION PLAN

Name: _____ Date: _____
 Doctor: _____ Doctor's Phone Number: _____

GREEN ZONE • Doing Well

Symptoms: No cough, wheezes, chest tightness, or shortness of breath during the day or night. Can do usual activities.

Peak Flow: _____ (more than 80% of personal best)

My best peak flow is: _____

Take these long-term control medicines each day (include an anti-inflammatory).

Medicine	How much to take	When to take it
_____	_____	_____
_____	_____	_____

Before exercise _____ puffs 5 minutes before exercise

YELLOW ZONE • Asthma is Getting Worse

Symptoms: Cough, wheezes, chest tightness, shortness of breath, waking at night, can do some, but not all, usual activities.

Peak Flow: _____ to _____ (between 50% to 79% of personal best)

1 Add Quick Relief Medicine and keep taking your GREEN ZONE medicine

Take _____ puffs every 20 minutes for up to 1 hour. Nebulizer once

2 If your symptoms (and peak flow, if used) return to GREEN ZONE after 1 hour of above treatment

Continue monitoring to be sure you slip in the green zone.

If your symptoms (and peak flow, if used) do not return to GREEN ZONE after 1 hour of above treatment:

Take _____ puffs or Nebulizer

Add _____ puffs (oral steroid) mg per day. For _____ (3 to 10) days.

Call the doctor before / within _____ hours after taking the oral steroid.

RED ZONE • Medical Alert!

Symptoms: Very short of breath, quick-relief medicines have not helped, cannot do usual activities, symptoms are the same or get worse after 24 hours in Yellow Zone.

Peak Flow: _____ (less than 50% of personal best)

Take this medicine:

Take _____ puffs or Nebulizer / _____ (oral steroid) mg.

Then call your doctor NOW. Call 911 if:

You are still in the red zone after 15 minutes AND You have not reached your doctor.

DANGER SIGNS: • Trouble walking and talking due to shortness of breath. Take _____ puffs of your quick-relief medicine.
 • Lips or fingertips are blue.
 • Go to the hospital or call 911.
 • Call your doctor _____ (phone).

24-Hour Advice Nurse Line: 1-800-437-5001 / 1-877-431-1700 (toll free). If you use a TTY, call 711.
 Member Services: 1-888-301-1228. If you use a TTY, call 1-888-310-7347.

For additional information or to request health education materials, 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. You may download the [Health Education Referral Form here](#).

SECTION 15:

Cultural and Linguistic Services

Language Assistance Services

Gold Coast Health Plan (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:

- Free interpreter and translation services. GCHP provides both written and oral interpretation services from a qualified interpreter on a 24-hour basis.
- American Sign Language (ASL) interpreting for deaf and hearing-impaired members.
- Alternative formats (such as braille, 20-point font large print, audio, and accessible electronic formats), auxiliary aids and services for people with disabilities.

Members are **NOT** required to provide an interpreter, or to use a friend or family member (including minors), to interpret during medical appointments.

Interpretation services provided at a hospital facility are the responsibility of the hospital where the service is provided.

Coming Soon!

GCHP will be introducing an updated language assistance service request form. You will be able to access the updated form through the GCHP Provider Portal. Stay tuned!

Cultural Competency Trainings

GCHP encourages providers and staff to complete a cultural competency training to help when working with vulnerable populations and increase awareness of the diverse health care needs of our membership. As a reminder, the GCHP website lists free online training modules, located under the [For Providers](#) tab.

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 screenshot shows the Gold Coast Health Plan website interface. At the top, there is a navigation bar with options: 'Choose language', '1.888.301.1228', '24/7 Advice Nurse Line: 1.877.431.1700', and a search icon. Below this is the Gold Coast Health Plan logo and a main navigation menu with links: 'FOR MEMBERS', 'FOR PROVIDERS' (circled in red), 'HEALTH RESOURCES', 'COMMUNITY', 'ABOUT US', and 'CONTACT US'. Under the 'FOR PROVIDERS' section, there are three columns of links. The first column includes 'Welcome Providers', 'Claims', 'Credentiaing', 'Cultural Competency Training' (circled in red), 'Palliative Care Provider Resources', and 'Pharmacy Services' with a sub-link 'Medi-Cal Rx'. The second column includes 'Provider Portal', 'Provider Relations', 'Provider Resources', 'Provider Updates' with a sub-link '2021 Claims System Change', and 'COVID-19 Information & Resources'. The third column includes 'Quality Improvement' with sub-links: 'Quality Improvement Program', 'Managed Care Accountability Set Measures', 'Quality Reporting', 'Potential Quality Issue', and 'Member Reward Programs'.

Upon completion of the training, you will be able to define:

- “Cultural Competency” in the health care setting.
- “Health Literacy” in the health care setting.
- “Clear Communication” in patient / provider encounters.

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 or fax to 1-805-248-7481. If you have already completed a cultural competency training from another organization, please indicate in the appropriate section and return the acknowledgement form. [Click here](#) to access the form.

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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

711 East Daily Drive, Suite 106, Canaville, CA 95010 | 1-888-301-1228 | www.goldcoasthealthplan.org

Updated Guidelines on Standards for Determining Threshold Languages, Nondiscrimination Requirements, and Language Assistance Services

DHCS recently announced the updated All Plan Letter (AP) 21-004 (Revised): Standards for Determining Threshold Languages, Nondiscrimination Requirements, and Language Assistance Services, which provides guidance on federal and state requirements regarding nondiscrimination, discrimination grievance procedures, language assistance, and communications with individuals with disabilities. The APL requires that written notice of the availability of free language assistance services be provided in English and in the top 15 languages spoken by limited-English-proficient individuals, as determined by DHCS.

- [Nondiscrimination statement template](#)
- [Taglines template](#)

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.



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For additional information, contact Customer Service at 1-888-301-1228.
Gold Coast Health Plan
711 East Daily Drive, Suite 106, Camarillo, CA 93010
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