

Memorandum

To: Gold Coast Health Plan Providers

From: Vicki Wrihster, Senior Director of Provider Network Operations

Re: **GCHP New Systems Open Trainings and Office Hours**

Date: June 25, 2024

On July 1, 2024, Gold Coast Health Plan (GCHP) will implement new systems and services that are designed to improve your experience and satisfaction with member eligibility verifications, electronic claims processing and payments, and authorization requests and tracking. To help providers navigate these changes, GCHP will continue to conduct comprehensive trainings through Thursday, June 27. These sessions have been designed to ensure that providers are equipped to use the new tools and technologies to continue delivering high-quality care to our members.

It is important that a representative from your office attend one of the upcoming trainings. Participants should be those responsible for:

- Verifying member eligibility.
- Submitting authorizations and claims.
- Checking the status of authorizations and claims.

Thank you to those who have attended one of our recent trainings. We appreciate your time and hope the information presented was helpful. If you have yet to attend, please register for an upcoming date / time that best suits the needs of your provider group. GCHP has scheduled three “open” trainings on June 25-27 that all providers can attend.

Provider Trainings Schedule

Open Training for All Providers		
Training Date	Training Time	Registration Link
Tuesday, June 25	2 – 4 p.m.	Click Here
Wednesday, June 26	2 – 4 p.m.	Click Here
Thursday, June 27	2 – 4 p.m.	Click Here

Provider Training Resources

- [Provider Training Presentation](#)
- [Provider Training Recording](#)
- [2024 Systems and Services Changes Webpage](#)

Provider Office Hours

We will also be holding office hours via Microsoft Teams to answer any questions you or your staff may have. These will be held from 10 – 11 a.m. beginning Tuesday, June 25 through Friday, July 5 (excluding the July 4 holiday). We invite you to join any of the office hours sessions to ask any questions related to the portal transition using the information below:

Microsoft Teams [Need help?](#)

[Join the meeting now](#)

Meeting ID: 233 213 311 731

Passcode: mKyXwk

Dial in by phone:

[+1 805-324-7279](tel:+18053247279).,891844831# United States, Santa Barbara

[Find a local number](#)

Phone conference ID: 891 844 831#

For more information or for any questions, please email ProviderPortal@goldchp.org. For any additional inquiries not related to the new provider portal transition, email ProviderRelations@goldchp.org.