Memorandum

To: Gold Coast Health Plan Providers

From: Vicki Wrighster, Senior Director of Provider Network Operations

Re: **GCHP New Systems Provider Resources**

Date: June 28, 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. We have created several resources for you and your team to refer to when familiarizing yourself with our new provider portal.

NTT Provider Portal User Guide
To help providers and staff navigate the new portal, GCHP and its partner, NTT, created a Provider Portal User Guide. This comprehensive guide gives step-by-step instructions on how to use the portal. This user guide can be viewed and downloaded on the GCHP website.

Provider Office Hours
We are also holding office hours via Microsoft Teams to answer any questions you or your staff may have. These are being held daily from 10-11 a.m. 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,,891844831# United States, Santa Barbara

Find a local number

Phone conference ID: 891 844 831#

Provider Portal Access

The new NTT Provider Portal will be available for providers beginning Monday, July 1, 2024. This includes the portal registration page. Once live, the portal may be accessed via the Provider Portal webpage on the GCHP website. Please note, the new portal link will not appear on this page until July 1, 2024.

Provider Training Resources

- Provider Training
    o Recording
    o Presentation
- Provider Portal Registration List
- Provider Portal Authorizations Guide:
    o Recording
    o Presentation

For more information or for any questions, please email ProviderPortal@goldchp.org.