



**Gold Coast Health Plan™**  
A Public Entity

**Building Community**  
Advocating for Members & Engaging the Community

Compassionate Care, Accessible to All, for a Healthy Community.



*From our homes to yours,  
we send you our warmest wishes for  
a healthy holiday season filled with  
peace, joy, and hope for a new year that  
will bring us together again.*

Dear Partners,

As 2020 comes to an end, there's no doubt that this has been a challenging and transformative year. The COVID-19 pandemic significantly altered the way we live and work; the civil unrest and the ensuing reckoning have prompted us to reflect as a nation about what we can do to achieve social equity; and last month's contentious election showed us that we have a long way to go to bridge the divides in our country.

President-elect Joe Biden and his administration have voiced their commitment to strengthening the Affordable Care Act. We are anticipating policy changes that will impact the Medicaid program – known as Medi-Cal here in California – and we are analyzing how those proposed changes will shape the health care landscape for our members and community.

Gov. Gavin Newsom and his administration have signaled that they are looking to submit a new 1115 Waiver in 2022, which will likely include a renewed proposal for California Advancing and Innovating Medi-Cal (CalAIM), the initiative to reform Medi-Cal that was underway earlier this year before it was sidelined by the pandemic. It is not yet clear which components of the original proposal will be submitted in the new waiver.

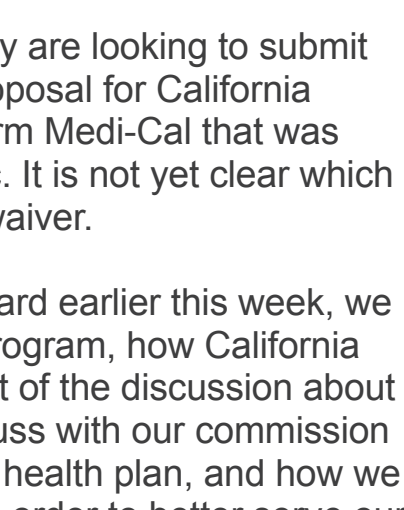
During our annual strategic planning retreat with our governing board earlier this week, we discussed the impact of the new administration on the Medicaid program, how California will position itself, and what we can do to ensure that GCHP is part of the discussion about the implementation of any new policy proposals. We also will discuss with our commission how we will address health equity and diversity and inclusion as a health plan, and how we can stay connected to our providers and the community at large in order to better serve our members.

The strategic planning retreat had an empty (virtual) seat as one of our commissioners, John Zaragoza, transitioned into his new role as mayor of Oxnard. Mr. Zaragoza had served on the commission since 2019 in his capacity as the District 5 representative on the Ventura County Board of Supervisors. We appreciate his service to GCHP, our members, our providers, and our community, and we wish him well in his new role.

In keeping with the theme of change for 2020, three members of our Community Advisory Committee also have completed their tenure. We are grateful to Rita Duarte-Weaver, Estelle Cervantes, and Norma Gomez for their service on the committee and for being valuable liaisons between GCHP and our members.

If you are interested in what GCHP will be working on in the coming years and want to be a part of the conversation, please consider joining the Community Advisory Committee. We are still accepting applications. For more information, please visit our [website](#).

Sincerely,  
Marlen Torres  
Executive Director of Strategy and External Affairs



## Minding the Health of Our Community



### Medi-Cal Rx: New Implementation Date

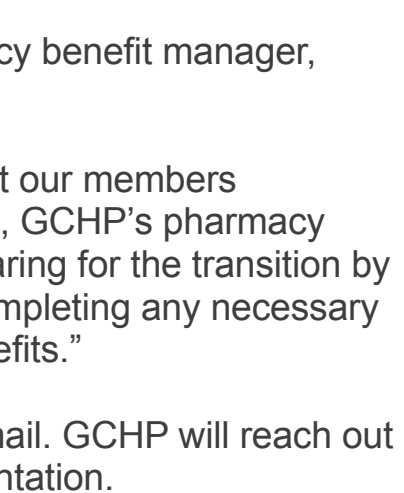
The timeline for Gold Coast Health Plan's pharmacy program transition has been extended by three months to April 1, 2021.

The new program by the state Department of Health Care Services (DHCS), known as Medi-Cal Rx, will carve-out all prescription benefits from managed care plans like GCHP. Upon implementation, all pharmacy claims will be submitted directly to the state via its pharmacy benefit manager, Magellan Medicaid Administration, Inc. DHCS announced the new implementation date in November, citing "the ongoing uncertainties caused by the COVID-19 public health emergency" for its decision to extend the timeline.

GCHP will continue to offer pharmacy benefits through its pharmacy benefit manager, OptumRx, until the transition occurs.

"We remain committed to working with our providers to ensure that our members experience a smooth transition to Medi-Cal Rx," said Anne Freese, GCHP's pharmacy director. "We encourage providers and their staff to continue preparing for the transition by becoming acquainted with the Medi-Cal Rx provider portal and completing any necessary training to learn how to help members access their pharmacy benefits."

Members will be receiving information about the transition in the mail. GCHP will reach out to providers as DHCS releases updated timelines for the implementation.



### Diabetes Awareness

Gold Coast Health Plan (GCHP) will be working with doctors to support members in taking an extra step in managing their diabetes.

GCHP has a diabetes education program that gives members access to:

- A health navigator to help with scheduling office visits.
- Health education materials.
- Self-help programs, such as the Chronic Disease Self-Management Program.

GCHP has a [flyer](#) in English and Spanish that has a list of health screenings for members who have been diagnosed with diabetes.

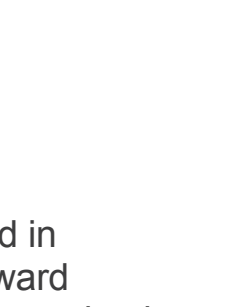
Members with prediabetes will be referred to GCHP's Diabetes Prevention Program. Members will learn the value of:

- Eating healthy.
- Staying active.
- Dealing with stress effectively.

The programs are offered in English and Spanish. Members can sign up through GCHP's partner, Solera, at [www.solera4me.com](http://www.solera4me.com).

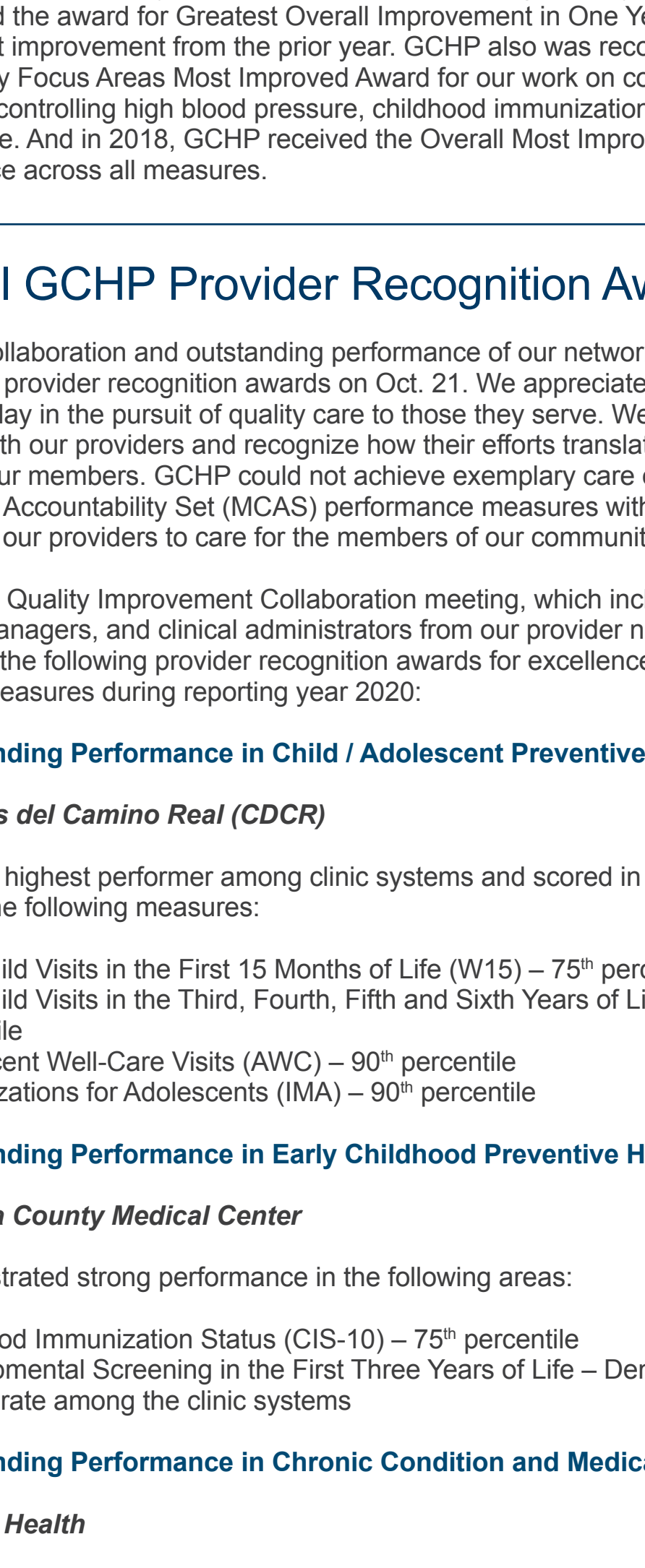
For more information or to request health education services, call GCHP's Health Education Department at **1-805-437-5718** Monday through Friday between 8 a.m. and 5 p.m. or email [HealthEducation@goldchp.org](mailto:HealthEducation@goldchp.org).

## Celebrating Excellence



### GCHP Named Runner Up for 2020 Quality Innovation Award

On Oct. 8, the state Department of Health Care Services DHCS announced that Gold Coast Health Plan was a runner up for the 2020 Quality Innovation Award for proactive care management for new members.



Every year, DHCS recognizes Medi-Cal Managed Care Plans that have excelled in improving health care quality for managed care beneficiaries. The Innovation Award highlights the innovative interventions developed by health plans. GCHP was recognized for its work surveying the health care needs of new members through the Health Information Forum (HIF) and connecting them with care management services. GCHP's approach to the HIF is unique. While other health plans also send surveys to their members, many of them focus on following up with members who answered 'yes' to one or two specific questions. GCHP members who answer 'yes' to any of the questions receive a phone call from a care management coordinator.

GCHP's proactive care management focuses on connecting members with internal and community resources, educating them about their condition, and providing tailored support and empowerment for these members to become their own advocates. Members in care management significantly improved their engagement, health literacy, and confidence in their ability to communicate their needs to their providers.

This is the third consecutive year that GCHP has been recognized by DHCS. Last year, GCHP received the award for Greatest Overall Improvement in One Year for showing the most significant improvement from the Prior Year. GCHP also was recognized with the Quality Strategy Focus Areas Most Improved Award for our work on comprehensive diabetes care, controlling high blood pressure, childhood immunizations, and prenatal and postpartum care. And in 2018, GCHP received the Overall Most Improved Award based on our performance across all measures.

### Inaugural GCHP Provider Recognition Awards

To honor the collaboration and outstanding performance of our network providers, we held our first annual provider recognition awards on Oct. 21. We appreciate the vital role that our providers play in the pursuit of quality care to those they serve. We value our partnerships with our providers and recognize how their efforts translate into tangible outcomes for our members. GCHP could not achieve exemplary care outcomes in the Managed Care Accountability Set (MCAS) performance measures without the ongoing commitment of our providers to care for the members of our community.

During a virtual Quality Improvement Collaboration meeting, which included medical directors, QI managers, and clinical administrators from our provider network, we proudly issued the following provider recognition awards for excellence in MCAS performance measures during reporting year 2020:

#### Outstanding Performance in Child / Adolescent Preventive Health

##### Clinicas del Camino Real (CDCR)

CDCR was the highest performer among clinic systems and scored in the 75<sup>th</sup> or 90<sup>th</sup> percentile on the following measures:

- Well-Child Visits in the First 15 Months of Life (W15) – 75<sup>th</sup> percentile
- Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34) – 90<sup>th</sup> percentile
- Adolescent Well-Care Visits (AWC) – 90<sup>th</sup> percentile
- Immunizations for Adolescents (IMA) – 90<sup>th</sup> percentile

#### Outstanding Performance in Early Childhood Preventive Health

##### Ventura County Medical Center

VCMC demonstrated strong performance in the following areas:

- Childhood Immunization Status (CIS-10) – 75<sup>th</sup> percentile
- Developmental Screening in the First Three Years of Life – Demonstrated the highest rate among the clinic systems

#### Outstanding Performance in Chronic Condition and Medication Management

##### Dignity Health

Dignity Health was the highest performer among clinic systems and scored in the 90<sup>th</sup> percentile on the following measures:

- Controlling High Blood Pressure (CBP)
- Antidepressant Medication Management (AMM) – Acute and Continuation phases

#### Outstanding Performance in Prenatal and Postpartum Care

##### Community Memorial Health System (CMHS)

CMHS demonstrated strong performance in the 90<sup>th</sup> percentile in the following areas:

- Prenatal Care (PPC-Pre)
- Postpartum Care (PPC-Post) – Demonstrated the highest improvement compared to Reporting Year 2019, improving their rate by 17.7%

#### Member incentive Program

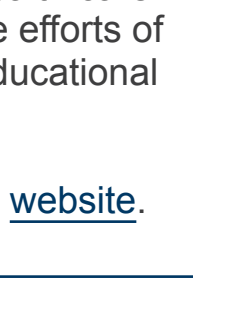
##### Highest Clinic Participation Jan. – Sept. 2020

- Well-Care Incentive Program Award Recipients:
  - CMH Centers for Family Health – Saviers
  - VCMC Las Islas Family Medical Group
  - VCMC Mandalay Bay Women and Children's Medical Group
  - VCMC Moorpark Family Medical Clinic

- Cervical Cancer Incentive Program Award Recipients:
  - Clinicas del Camino Real – Oxnard
  - Clinicas del Camino Real – Simi Valley
  - VCMC Conejo Valley Family Medical Group
  - VCMC Moorpark Family Medical Clinic

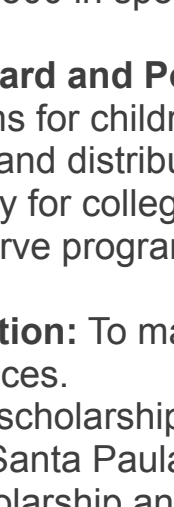
Congratulations to the award recipients!

## In the Community



### 2020 Heart & Stroke Walk

Although community events and fundraising look different this year because of the COVID-19 pandemic, Gold Coast Health Plan (GCHP) continues to maintain its giving spirit. For the fourth consecutive year, GCHP participated in the annual Ventura County Heart & Stroke Walk. To adhere to social distancing requirements, team members issued the 5k safely in their own neighborhoods on Oct. 10.



American Heart Association®  
**Heart Walk**

The American Heart Association is tackling COVID-19 by funding new research to investigate the cardiovascular implications of the coronavirus and is training health care workers on the front lines. The GCHP team raised nearly \$2,000 to support the efforts of the American Heart Association. Team members also participated in various educational workshops and seminars about heart health.

For more information, or to donate to the American Heart Association, visit this [website](#).

### GCHP has awarded \$40,000 in sponsorships since start of pandemic

Since the beginning of the pandemic, GCHP has awarded \$40,000 in sponsorships to organizations that are providing essential services and programs for our community.

In October and November, we awarded \$14,500 in sponsorships to eight organizations:

- **Boys & Girls Clubs of Greater Oxnard and Port Hueneme:** To maintain educational and recreational programs for children in Oxnard and Port Hueneme.
- **Food Forward:** For a food recovery and distribution program in Ventura County.
- **Learn Earn Return:** Laptop giveaway for college-bound students in the county.
- **Kids & Families Together:** To preserve programs and counseling services for foster families.
- **Promotoras Y Promotores Foundation:** To maintain the Conexion Wellness Program and emotional support services.
- **Santa Paula Latino Town Hall:** For scholarships and to maintain youth engagement programs in the city of Santa Paula.
- **Santa to the Sea:** To support its scholarship and community programs.
- **Ventura County Family Justice Center Foundation:** For support programs that help victims of abuse, neglect, and violent crimes.

If your organization is interested in applying for a sponsorship, please fill out our [Sponsorship Request Form](#). We always welcome the opportunity to partner with new organizations!

To read the Spanish version of the newsletter, click [here](#).

Para leer este boletín informativo en español, haga [clic aquí](#).

### About Gold Coast Health Plan

Gold Coast Health Plan proudly serves more than 200,000 Medi-Cal beneficiaries in Ventura County through its network of primary care physicians, specialists, behavioral health providers, hospitals, and pharmacies. Since it was founded in 2011, Gold Coast Health Plan has been committed to providing access to high-quality care and improving the health of its members, which include 1 in 5 county residents, 1 in 8 seniors, and 1 in 2 children up to the age of 5. To learn more, visit: [www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org).