



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

Provider Operations Bulletin

AUGUST 2022

www.goldcoasthealthplan.org

Table of Contents

SECTION 1: Grievance and Appeals Information 3

SECTION 2: Alcohol and Drug Screening 5

SECTION 3: Clinic Member Incentive Program Quarter Two Winners 6

SECTION 4: Cultural and Linguistic Services 7

SECTION 5: Measurement Year 2021 Managed Care Accountability Set (MCAS) Measure Performance 9

SECTION 6: National Immunization Awareness Month 2022 11

SECTION 7: New Managed Care Accountability Set (MCAS) Measures 12

SECTION 8: Health Education 14

© 2022 Gold Coast Health Plan



The Provider Operations Bulletin is published bi-monthly by Gold Coast Health Plan's Communications Department as a service for the provider community.

Information comes from GCHP and its partners. If you have any concerns or questions related to specific content, please contact the Network Operations Department at ProviderRelations@goldchp.org or call the GCHP customer service line 1-888-301-1228 and request to speak to your Provider Relations representative.

Director of Network Operations:
Vicki Wrightster

Chief Medical Officer:
Nancy R. Wharfield, MD

Editor-in-Chief:
Susana Enriquez-Euyoque

Editor:
Calley Griffith

SECTION 1:

Grievance and Appeals Information

PROVIDER CLAIM RECONSIDERATION FORM

Please remember to attach the [Provider Claim Reconsideration Form](#) to your Provider Resolution Dispute, Provider Grievance, or an Appeal when you are submitting your request.

Tips on completing the Provider Claim Reconsideration form:

It is important to ensure that the form is completed correctly and that the required fields are populated. Once the “Provider Information” and the “Member Information” sections of the form have been completed, follow the steps below to make sure all required information has been provided.

If your dispute type is the one of following, you must fill out the required fields listed below. (Please only fill out what is listed below.)

DISPUTE request for reconsideration of an original claim that has been previously denied or underpaid.

OR

GRIEVANCE request for reconsideration of a previously disputed claim in which the provider is not satisfied with the resolution.

- Dispute Type Selection:
 - » Claim Denial
 - » Claim Underpayment
 - » Contract Dispute
- Claim Information:
 - » Single
 - » Multiple (please add the additional information on the second page)
- Description of Dispute and Expected Outcome

.....

APPEAL request for reconsideration of an authorization denial or a notice of action.

- Dispute Type Selection:
 - » Appeal of Medical Necessity / Utilization Management Decision Select: Inpatient or Outpatient
- Select one (*medical records required*):
 - » Inpatient Level of Care
 - » Lack of Information Denial
 - » Non-Contracted
 - » No Prior Authorization Obtained
 - » Additional Codes Requested for Authorization Review
 - » Other (please specify)
- Claim Information:
 - » Single
 - » Multiple (please add the additional information on the second page)
- Description of Dispute and Expected Outcome

Note: If the appeal is for pre-service request, the “Service Date” fields will only require a “From” date. A future date added to the “To” field will cause the request to be rejected. Please see the example below.

MEMBER INFORMATION		
GCHP Member ID Number <small>required</small>	Patient Name <small>required</small>	Date of Birth <small>required</small>
Original Claim ID Number <small>(if multiple claims, use the attached form)</small>	Original Claim Amount Billed	Original Claim Amount Paid
Service Dates	From: <small>required</small>	To: <small>not required</small>

[Click here](#) for the Provider Claim Reconsideration Form.

CORRECTED CLAIM

Below is information to consider when submitting a corrected claim for processing.

A corrected claim is a replacement of a previously submitted claim (e.g., changes or corrections to charges, clinical or procedure codes, dates of service, member information, etc.). A corrected claim is not an inquiry or appeal. Do not submit a Provider Claim Reconsideration Form with a corrected claim. Instead, please use the [Claim Correction Form](#).

- **Important:** Do not mark claim “corrected” if additional information is requested, such as medical records or primary carrier EOB, unless a change is made to the original claim submission

BALANCE BILLING MEMBER

Balance billing occurs when the provider, or billing company acting on behalf of the provider, bills the member the difference between the provider’s charge and the allowed amount.

- **Important:** A provider of health care services who obtains proof of Medi-Cal eligibility may not seek payment from the beneficiary for covered services. If the provider receives notice, the provider and any debt collector must cease debt collection and correct any reports to consumer reporting agencies.*

**Reference: Cal. Welf. & Inst. Code § 14019.4*

PROVIDER GRIEVANCE RESPONSE

- **Important Provider Notice:** Providers must cooperate with Gold Coast Health Plan (GCHP) in identifying, processing and resolving all member complaints. Cooperation includes, but is not limited to, completing a provider response form, providing pertinent information related to the complaint, and/or speaking with GCHP Grievance and Appeals representatives to assist with resolving the complaint in a reasonable manner. Please remember to send back the Grievance and Appeals Provider Response Form within the timeframe specified on the form.

SECTION 2:

Alcohol and Drug Screening

Alcohol and substance use disorder Screening, Assessment, Brief Intervention and Referral to Treatment (SABIRT) are important steps in the early identification and treatment of these serious health threats. There are many resources available to assist you in maintaining compliance with [APL 21-014](#) “Alcohol and Drug Screening, Assessment, Brief Interventions and Referral to Treatment,” while applying best practices regarding SABIRT for the benefit of your patients. The state Department of Health Care Services (DHCS) requires use of an approved standardized tool for the screening and assessment components of this activity. DHCS offers an expanded listing of approved standardized screening and assessment tools within [APL 21-014](#). GCHP encourages you to use the training resources provided below in tandem with these mandated tools to ensure best outcomes.

Screening Tools: The most commonly used tools are the Audit-C, for alcohol use, and the DAST-10 for substance use.

Assessment Tools: The most commonly used tools are the AUDIT, for alcohol use, and the DAST-20 for substance use. DHCS offers videos by Dr. Corey Waller, an expert in the field of addiction medicine, for training purposes in discussing frequently asked questions about addiction and medication-assisted treatment (MAT). For more information and resources, visit the [DHCS website](#). For additional resources for members, providers may visit the Centers for Disease Control and Prevention (CDC) website, which includes an [Alcohol Use and Your Health fact sheet](#), available in English and Spanish.

Alcohol Use and Your Health

Drinking too much can harm your health. Excessive alcohol use leads to more than 140,000 deaths in the United States each year, shortening the lives of those who died by an average of 35 years. The economic costs of excessive alcohol consumption in 2010 were estimated at \$249 billion, or \$2.05 a drink.

What is considered a “drink”?

- 12 ounces 5% ABV beer
- 8 ounces 7% ABV malt liquor
- 5 ounces 12% ABV wine
- 1.5 ounces 40% (80 proof) ABV distilled spirits (e.g., gin, rum, vodka, whiskey)

US Standard Drink Sizes ABV = Alcohol by Volume

Excessive alcohol use includes:

- Binge Drinking:** For women, 4 or more drinks consumed on one occasion. For men, 5 or more drinks consumed on one occasion.
- Heavy Drinking:** For women, 8 or more drinks per week. For men, 15 or more drinks per week.
- Any alcohol use by pregnant women.**
- Any alcohol use by people younger than 21.**

If you choose to drink, do so in moderation.

- DON'T DRINK AT ALL** if you are younger than 21, or if you are or may be pregnant, or if you have health problems that could be made worse by drinking.
- FOR WOMEN, 1 drink or less in a day.**
- FOR MEN, 2 drinks or less in a day.**
- People who don't drink alcohol **SHOULD NOT START** for any reason. **DRINKING LESS** is better for health than drinking more.

Or nondrinking

CDC Centers for Disease Control and Prevention National Center for Chronic Disease Prevention and Health Promotion

El consumo de alcohol y su salud

Beber demasiado alcohol puede ser perjudicial para su salud. En los Estados Unidos, el consumo excesivo de alcohol causa más de 140 000 muertes anualmente y acorta en un promedio de 35 años la vida de los que fallecen. El costo económico del consumo excesivo de alcohol en el 2010 se estimó en USD 249,000 millones o USD 2.05 dólares por bebida.

¿Qué se considera un “trago”?

- 12 onzas Cerveza 5% ABV
- 8 onzas Licor de malta 7% ABV
- 5 onzas Vino 12% ABV
- 1.5 onzas Liqueur 40% ABV (80 grados) (ginepro, ron, vodka, whiskey)

Tamaño de los tragos estándar en los EE. UU. ABV = alcohol por volumen

El consumo excesivo de alcohol incluye:

- Atracción de alcohol:** En las mujeres, 4 o más tragos consumidos en una ocasión. En los hombres, 5 o más tragos consumidos en una ocasión.
- Beber demasiado:** En las mujeres, 8 o más tragos consumidos en una semana. En los hombres, 15 o más tragos consumidos en una semana.
- Cualquier consumo de alcohol por parte de mujeres embarazadas.**
- Cualquier consumo de alcohol por parte de menores de 21 años.**

Si decide tomar alcohol, hágalo con moderación.

- NO TOMES NADA DE ALCOHOL** si es menor de 21 años, o está o podría estar embarazada, o si tiene problemas de salud que podrían empeorar si bebe alcohol.
- EN LAS MUJERES, 1 trago o menos al día.**
- EN LOS HOMBRES, 2 tragos o menos al día.**
- O no beber.
- Las personas que no beben alcohol **NO DEBERÍAN EMPEZAR** por ninguna razón. **BEBER MENOS** es mejor para la salud que beber más.

CDC Centers for Disease Control and Prevention National Center for Chronic Disease Prevention and Health Promotion

SECTION 3:

Clinic Member Incentive Program Quarter Two Winners

At the March 2022 Quality Improvement Collaborative meeting, Gold Coast Health Plan’s (GCHP) Quality Improvement (QI) Department announced a clinic incentive program to award the clinics with the highest submission of incentive forms with a lunch for clinic staff. GCHP has received nearly 1,500 submission forms for the Child and Adolescent Well-Care Exam, Cervical Cancer Screening and Asthma Exam member incentive programs. Participation in each program has been higher than last year. We want to thank all of our clinics for providing these important screenings to our members!

Several clinics excelled in utilizing the member incentive program to provide these preventive services. Clinic winners are based on the highest ratio of forms submitted to total assigned members according to GCHP’s care gaps data from INDICES®.

It is our pleasure to recognize **West Ventura Medical Clinic** for the highest submission of forms in both the Child and Adolescent Well-Care Exam and Asthma Exam member incentive program and **Moorpark Family Medical Clinic** for the highest submission of forms for the Cervical Cancer Screening incentive program.

Thank you again for your hard work and participation!

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

Gold Coast Health Plan (GCHP) values your health. A once-a-year well-care check-up can help you or your child stay healthy. A well-care visit is a routine check-up. Your doctor checks the health and development of you or your child. The doctor also answers any questions you may have. GCHP would like to give you or your child a gift card for having a well-care visit in 2022.

To get your \$20 gift card, you must meet these requirements:

- Be a GCHP member with full-scope Medi-Cal benefits between 3 to 21 years of age.
- Get a well-care check-up with your doctor between January 1, 2022 and December 31, 2022.
- Fill out this form and have your doctor or their staff sign or stamp it during the office visit.
- Send the form 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 1-888-301-1229 / TTY 1-888-310-7347 Monday through Friday from 8 a.m. to 5 p.m.

Si tiene alguna pregunta, llame a Gold Coast Health Plan al 1-888-301-1229 / TTY 1-888-310-7347 de lunes a viernes de 8 a.m. a 5 p.m.

www.goldcoasthealthplan.org

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

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 there 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 3 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.
 - Asthma health exam
 - 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 1-888-301-1229 / 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 a año o con más frecuencia si están teniendo síntomas de asma.

Para recibir su tarjeta de regalo de \$40, usted debe cumplir estos requisitos:

- Ser miembro de GCHP con beneficios de Medi-Cal completos, entre 3 a 64 años de edad y tener asma.
- Completar las tres cosas durante una visita al consultorio o una consulta de tele-salud 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 a fax a GCHP antes del 31 de enero de 2023.

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

Si tiene alguna pregunta, llame a Gold Coast Health Plan al 1-888-301-1229 / TTY 1-888-310-7347 de lunes a viernes de 8 a.m. a 5 p.m.

www.goldcoasthealthplan.org

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

Gold Coast Health Plan (GCHP) values your health. Getting a cervical cancer screening (Pap Test) can help prevent or detect cervical cancer early and is an important part of women's health care.

To get your \$25 gift card, you must meet these requirements:

- Be a GCHP member with full-scope Medi-Cal benefits between 21 to 64 years of age.
- Get a Pap test with your doctor between January 1, 2022 and December 31, 2022.
- Fill out this form and have your doctor or their staff sign or stamp it during your office visit.
- Send the form 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 1-888-301-1229 / TTY 1-888-310-7347.

Para recibir su tarjeta de regalo de \$25, usted debe cumplir estos requisitos:

- Ser miembro de GCHP con beneficios de Medi-Cal completos, entre 21 a 64 años de edad.
- Hacerse una prueba de Papanicolaou con su médico entre el 1 de enero de 2022 y el 31 de diciembre de 2022.
- Completar este formulario y hacer que su médico o su personal lo firmen o sellen durante su visita médica. Enviar el formulario a GCHP antes del 31 de enero de 2023.

Limite 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 1-888-301-1229 / TTY 1-888-310-7347.

www.goldcoasthealthplan.org

SECTION 4:

Cultural and Linguistic Services

Alternative Format Selection (AFS)

Providers contracted with Gold Coast Health Plan (GCHP) are required to ensure effective communication with members with visual impairments or other disabilities by providing alternative formats and auxiliary aids. GCHP can support providers by offering information or training on effective communication requirements, technical assistance, and language assistance services.

Below are descriptions of each Alternative Format Selection (AFS) format:

- **Large print:** Large print (20-point Arial) font size.
- **Audio CD:** Audio format, which lets members hear the information as it is read.
- **Data CD:** This provides member materials in text format, which can then be read by specially adapted computer software.
- **Braille:** Written information in raised dots that can be read with finders.

For more information, visit the state Department of Health Care Services (DHCS) [Alternative Format page](#).

Providers may refer members to request AFS materials through the [Alternative Format Selection Application System](#).

Members may also call the DHCS AFS Helpline at **1-833-284-0040**. Please direct members to these resources as needed or contact GCHP's Member Services Department at **1-888-301-1228** / TTY **1-888-310-7347** if you have additional questions or need additional information.

To learn more about this regulation, [click here](#).



Cultural and Linguistic Services and Provider Material Requests

GCHP offers free services and materials to support the linguistic needs of members. They are easy to access and use. To improve the process to request language assistance services for members, GCHP combined the translation and interpreting services request form into one new form. The [Language Assistance and Auxiliary Services Request Form](#) includes all modes of language assistance and auxiliary services. For more information, visit the [GCHP website](#) or contact the 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.

Gold Coast Health Plan
A Public Entity

Integrity • Accountability • Collaboration • Trust • Respect

GCHP OFFICE USE ONLY
Date Received: _____
Date Completed: _____
Tracking No.: _____

CULTURAL AND LINGUISTIC SERVICES
Language Assistance and Auxiliary Services Request Form

REQUESTS FOR SERVICES REQUIRE 6-7 BUSINESS DAYS ADVANCE NOTICE.

Is this an urgent request? Yes No

Please select all that apply:

Oral Interpreter (In-Person) Request Sign-Language Interpreter Request Virtual (Telehealth) Interpreter Request
 Telephone Interpreter Request Translation (Written) Request
 Other (Alternative Format, etc.): _____

REQUESTOR INFORMATION

Date Needed: _____ Appointment Start Time (if applicable): AM PM Appointment End Time (if applicable): AM PM
Name of Requestor: _____ Phone Number: _____
Provider Name: _____
Clinic Name: _____ Fax Number: _____
Email (Interpreter confirmation will be emailed - Please PRINT CLEARLY): _____

MEMBER INFORMATION

Member Name: _____ Gender: Male Female Non-Binary
Medi-Cal ID Number (REQUIRED): _____ Date of Birth: _____
Primary Care Provider: _____
Type of Appointment: _____

711 East Daily Drive, Suite 106, Camarillo, CA 93010 | 1-888-301-1228 | www.goldcoasthealthplan.org Rev. January 2022

Gold Coast Health Plan
A Public Entity

Integrity • Accountability • Collaboration • Trust • Respect

SERVICE INFORMATION Please indicate interpreter location assignment.

Provider Contact: _____ Provider Contact Phone Number: _____
Name of Agency / Clinic: _____
Assignment Address: _____ Dept / Floor / Suite _____ City _____ Zip _____
Cross Street: _____ Parking Location: _____
Language Needed (Select one): Spanish Special instructions (e.g., name of specific interpreter, male, female): _____
 Sign-Language Other Language (Specify): _____
 Alternative Format (e.g., Braille, large print, audio, electronic form or other format): _____ If virtual (telehealth) request, include meeting link: _____

FOR TRANSLATION ONLY

Title of Document: _____ Number of Pages: _____ Date Needed: _____

Submit completed request form to: CulturalLinguistics@goldchp.org
ALL REQUESTS AND/OR CANCELATIONS MUST BE RECEIVED BY EMAIL OR FAX.
To cancel or reschedule a confirmed request, please notify GCHP Cultural and Linguistic Services at least 20 business hours in advance.

Billing Information
Gold Coast Health Plan
Attn: Cultural and Linguistic Services
711 E. Daily Drive, Suite 106, Camarillo, CA 93010
Phone: 1-805-437-5600 Fax: 1-805-248-7481
Email: CulturalLinguistics@goldchp.org

711 East Daily Drive, Suite 106, Camarillo, CA 93010 | 1-888-301-1228 | www.goldcoasthealthplan.org Rev. January 2022

SECTION 5:

Measurement Year (MY) 2021 Managed Care Accountability Set (MCAS) Measure Performance

Gold Coast Health Plan (GCHP) is pleased to announce the successful completion of Measurement Year (MY) 2021 Managed Care Accountability Set (MCAS) reporting and audit-approval. The MCAS is a set of quality-of-care performance metrics, including Healthcare Effectiveness Data and Information Set (HEDIS®) and Centers for Medicare & Medicaid Services (CMS) Core Set measures. Each year, the state Department of Health Care Services (DHCS) requires Medi-Cal Managed Care Plans (MCPs) to report MCAS quality-of-care rates.

Thank you for your collaboration during the MCAS data collection project and for your timely response to our requests. The rates below demonstrate provider's continued commitment to delivering high quality care to our members despite the challenges created by the ongoing COVID-19 pandemic.

MY 2021 Performance

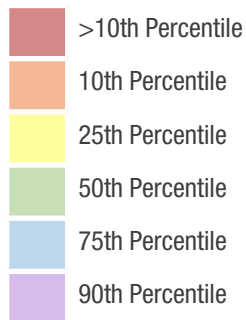
For MY 2021, GCHP reported 36 quality of care performance measures to DHCS. Of these, 15 measures were held to the 50th percentile Minimum Performance Level (MPL) requirement. Ten measures met or exceeded the MPL as shown in the table below. High performing metrics of note include BMI Assessment in the 75th percentile and Timeliness of Prenatal and Postpartum Care in the 90th percentile.

MCAS Measure/Data Element	MY2020 Rate	MY2021 Rate	MY2020-MY2021 Rate Difference
Cervical Cancer Screening (CCS)	56.69	59.37	↑ 2.68
Childhood Immunization Status - Combo 10 (CIS-10)	39.66	42.82	↑ 3.16
HbA1c Poor Control (>9.0%)*(CDC >9)	40.88	38.93	↓ -1.95
Controlling High Blood Pressure (CBP)	54.26	55.96	↑ 1.7
Immunizations for Adolescents - Combo 2 (IMA-2)	41.85	41.36	↓ -.49
Timeliness of Prenatal Care (PPC-Pre)	90.02	92.46	↑ 2.44
Postpartum Care (PPC-Post)	88.81	88.08	↓ -.73
Weight Assessment and Counseling for Nutrition and Physical Activity for Children / Adolescents			
BMI Assessment (WCC-BMI)	88.32	85.64	↓ -2.68
Nutrition (WCC-N)	72.26	75.43	↑ 3.17
Physical Activity (WCC-PA)	69.10	72.75	↑ 3.65
Breast Cancer Screening (BCS)	57.29	52.78	↓ -4.51
Child and Adolescent Well-Care Visits (WCV)**	30.89	33.94	↑ 3.05
Well-Child Visits in the First 30 Months of Life**			
First 15 Months - Six or more visits (WCC-15)	21.28	21.12	↓ -0.16
15 to 30 months - Two or more visits (WCC-30)	67.83	60.40	↓ -7.43

MCAS Measure/Data Element	MY2020 Rate	MY2021 Rate	MY2020-MY2021 Rate Difference
Chlamydia Screening in Women (CHL)	52.72	53.48	↑ 0.76

* Lower rate is better

** Not previously held to MPL, MY 20 percentile unavailable



The Quality Improvement (QI) Team will evaluate the results for MY 2021 and conduct a barrier analysis for low performing measures to inform project improvement plans for measures that did not meet the MPL. Each provider system will receive a scorecard detailing their performance on these measures in the coming months (anticipated distribution is August / September). GCHP will work with our data platform vendor, Inovalon, to explore improvements in the reporting process to increase efficiency and tracking. Provider training will be provided regarding how to use INDICES®, the Inovalon data platform, to ensure our clinic partners are able to monitor their performance on an ongoing basis, as data is refreshed monthly. We look forward to partnering with you to continue providing the best possible care for our members.

If you have any questions, please contact the Quality Improvement Team at QualityImprovement@goldchp.org.

SECTION 6:

National Immunization Awareness Month 2022

Get your patients back on track with routine vaccinations! August is National Immunization Awareness Month (NIAM), and this year it is an important reminder to catch up on routine visits and vaccinations that may have been disrupted by the COVID-19 pandemic.

This annual observance highlights the efforts of Gold Coast Health Plan (GCHP) providers to protect their patients against vaccine-preventable diseases through on-time vaccination. During August, encourage your patients to schedule appointments to ensure they are up to date on recommended vaccines. Research has consistently shown patients rely on their doctor as the most trusted source of vaccine information and that a strong message from their doctor increases vaccination uptake.

Use NIAM as an opportunity to talk with your patients about staying on track with routine vaccinations today! Don't forget to discuss COVID-19 vaccination with those patients who are eligible for the vaccine and HPV vaccines for adolescents. The HPV vaccine is the only cancer-preventing vaccine available.

Resources and more information:

- [National Immunization Awareness Month](#)
- [How I Recommend Video Series](#)
- [2022 Pediatric Immunization Schedule](#)
- [2022 Adult Immunization Schedule](#)

If you have any questions, contact the Quality Improvement Team at QualityImprovement@goldchp.org.



National Immunization Awareness Month

SECTION 7:

New Managed Care Accountability Set (MCAS) Measures

The state Department of Health Services (DHCS) released the updated Managed Care Accountability Set (MCAS), which lists the 39 measures that Gold Coast Health Plan (GCHP) will be reporting for Measurement Year (MY) 2022 / Reporting Year (RY) 2023.

Key Updates to the MY2022 / RY 2023 MCAS list include:

- 15 measures must meet a Minimum Performance Level (MPL) benchmark.
- 11 new measures were added (measures highlighted in blue).
- GCHP will be able to select which reporting method to use for measures assigned a Hybrid / Administrative reporting method.
- A new reporting method called Electronic Clinic Data Systems (ECDS) will be used to report rates for a subset of MCAS measures.

To help providers understand the new measures and updates to existing measures, GCHP will be updating the MCAS reference material (MCAS FAQs, MCAS Quick Reference Guide, MCAS Tip Sheets) located on the [GCHP website](#).

Table 1: MY 2022 MCAS Measures Held to MPL

Measure Name	Abbreviation	Reporting Method
Breast Cancer Screening	BCS	Admin
Cervical Cancer Screening	CCS	Hybrid / Admin
Child and Adolescent Well-Care Visits	WCV	Admin
Childhood Immunizations Status: Combo 10	CIS-10	Hybrid / Admin
Chlamydia Screening in Women	CHL	Admin
Controlling High Blood Pressure	CBP	Hybrid / Admin
Follow-Up After ED Visit for Mental Illness-30 Days	FUM-30	Admin
Follow-Up After ED Visit for Substance Abuse-30 Days	FUA-30	Admin
Hemoglobin A1c Control for Patients with Diabetes: Poor Control (>9%)	HBD	Hybrid / Admin
Immunizations for Adolescents: Combo 2	IMA-2	Hybrid / Admin
Lead Screening in Children	LSC	Hybrid / Admin
Prenatal and Postpartum Care: Prenatal Care	PPC-Pre	Hybrid / Admin
Prenatal and Postpartum Care: Postpartum Care	PPC-Post	Hybrid / Admin
Well-Child Visits in the First 30 Months of Life: 6+ Well-Child Exams in the First 15 Months of Life	W30-15	Admin
Well-Child Visits in the First 30 Months of Life: 2+ Well-Child exams 15 to 30 Months of Life	W30-30	Admin

Table 2: MY 2022 MCAS Measures Not Held to MPL

Measure Name	Abbreviation	Reporting Method
Ambulatory Care: ED Visits	AMB-ED	Admin
Antidepressant Medication Management: Acute Phase Treatment	AMM-Acute	Admin
Antidepressant Medication Management: Continuation Phase Treatment	AMM-Cont.	Admin
Asthma Medication Ratio	AMR	Admin
Adults' Access to Preventive / Ambulatory Health Services	AAP	Admin
Colorectal Cancer Screening	COL	Hybrid / Admin
Contraceptive Care – All Women: Most or Moderately Effective Contraception	CCW-MMEC	Admin
Contraceptive Care – Postpartum Women: Most or Moderately Effective Contraception – 60 Days	CCW-MMEC60	Admin
Depression Remission or Response for Adolescents and Adults	DRR-E	ECDS
Depression Screening and Follow-Up for Adolescents and Adults	DSF-E	ECDS
Developmental Screening in the First Three Years of Life	DEV	Admin
Diabetes Screening for People with Schizophrenia Bipolar Disorder Using Antipsychotic Medications	SSD	Admin
Follow-Up After ED Visit for Mental Illness – 7 days	FUM-7	Admin
Follow-Up After ED Visit for Substance Use – 7 days	FUA-7	Admin
Follow-Up Care for Children Prescribed ADHD Medication: Initiation Phase	ADD-Init	Admin
Follow-Up Care for Children Prescribed ADHD Medication: Continuation and Maintenance Phase	ADD-C&M	Admin
Metabolic Monitoring for Children and Adolescents on Antipsychotics	APM	Admin
Nulliparous, Term, Singleton, Vertex (NTSV) Cesarean Birth Rate	NTSV CB	Admin
Pharmacotherapy for Opioid Use Disorder	POD	Admin
Plan All-Cause Readmissions	PCR	Admin
Postpartum Depression Screening and Follow-Up	PDS-E	ECDS
Prenatal Depression Screening and Follow-Up	PND-E	ECDS
Prenatal Immunization Status	PRS-E	ECDS
Topical Fluoride for Children	TFL	Admin

If you have any questions about the MCAS measures, please contact the Quality Improvement Team at QualityImprovement@goldchp.org.

SECTION 8:

Health Education



State Department of Health Care Services (DHCS) Population Needs Assessment

Gold Coast Health Plan (GCHP) recognizes the importance of providing services that are culturally and linguistically appropriate to its members. To truly assess member needs, GCHP conducted a Population Needs Assessment (PNA). The goal of the PNA is to improve health outcomes for members and ensure that Managed Care Plans (MCPs) are meeting member needs by:

- Identifying health needs and disparities.
- Evaluating health education, cultural and linguistic (C&L) needs, quality improvement activities, and available resources to address identified concerns.
- Implementing targeted strategies for health education, C&L, and quality improvement programs and services.

The PNA identifies health status and behaviors, C&L needs, and health disparities. The information is used to make an action plan that addresses the barriers and gaps in care. For 2022, GCHP identified eight areas of focus and made an action plan with specific intervention strategies. The areas of focus include:

- Chlamydia Screenings in Women
- Breast Cancer Screenings
- Tobacco and Alcohol Use Screenings
- Well-Child Visits: First 30 Months (W-30)
- Lead Screening in Children
- Dental Fluoride Varnish
- Behavior Health
- Chronic Conditions – Chronic Disease Self-Management Program

Once completed, the PNA report will be posted to the GCHP website. If you have any questions, please contact the Health Education Department at HealthEducation@goldchp.org.

Lead Poisoning Prevention

Keep your newborn safe from LEAD

Lead can be found in many places — in and around your home, in the things you use or buy, and on the job. Take these steps to keep yourself and your newborn safe from lead.

Getting your baby's room and your home ready

If your home was built before 1978, there may be lead in the paint inside or outside. Old paint breaks down into dust. Lead in dust spreads all around your home and sticks to hands, toys, and other things that babies suck on. There may also be lead in the dirt around your home from the past use of lead in gasoline and in factories.

Keep furniture away from paint that is chipped or peeling. Move cribs, highchairs, beds, and playpens away from cracked paint and windowsills.

Remodeling or painting? Don't sand, dry scrape, sandblast, or power wash paint unless your paint has been tested and does not have lead in it.

Keep your home clean and dust-free. Wet mop floors, wipe down window sills with a clean, wet cloth, vacuum, and wash all surfaces often.

Always take off shoes or wipe them on a doormat before going inside to keep lead in dirt outside.

Caring for yourself and your newborn

It is very important to keep lead away from your baby and yourself. If you think you may have lead in your body, talk to your doctor. And while you are pregnant, protecting yourself from lead also protects your baby.

Never eat or chew on anything that isn't food, like clay, dirt, or pottery.

Do not eat or drink foods or liquids that were stored or prepared in traditional or imported pottery.

When using water from the faucet for drinking, cooking, or mixing formula:

- Always start with cold tap water and heat as needed.
- Run cold tap water for 30 seconds.
- Do not use water that has been stored in a ceramic water crock or jar.

If you plan to breastfeed and think you may have lead in your body, talk to your doctor.

Toys and other things you buy and use

Make sure toys are lead safe. Some children's toys have lead in them. For a list of toys and other items with lead in them, go to: www.cdc.gov/nceh/lead/tips/sources.htm

Wash your newborn's toys, pacifiers, and other items your baby sucks on, often to get rid of lead that's in dust and dirt.

Do not use natural remedies for yourself or your baby unless you know they are safe and do not contain lead. Lead has been found in some natural remedies used for colic, stomach ache, teething pain, and to heal a newborn's belly button.

Do not use traditional makeup on your newborn or yourself. Products like Kohl, Khatl, Surma, and Sindoor, can have lead in them.

Don't take lead home from the job

Your baby can get lead poisoning if someone in your home works with lead at their job. You cannot see the lead, but a worker can bring lead home on their hands, face, work clothes, shoes, and in a car.

Anyone in your home that works around lead should:

- Take a shower and wash their hair at work before going home. If that's not possible, they should shower as soon as they get home.
- Change into clean clothes before leaving work, and keep a bag just for dirty work clothes.
- Wash work clothes separate from all other clothes. Keep work shoes outside the house.

Your growing child

Lead can harm your baby's brain, kidneys, and other organs. Most children get tested for lead at 1 and 2 years old. Ask your doctor about testing sooner if you think your child has been exposed to lead.

As your baby grows there are many other things you can do to protect your child from lead. Call your local Childhood Lead Poisoning Prevention Program for more information. For information online, go to www.cdph.ca.gov/programs/clppb

VENTURA COUNTY PUBLIC HEALTH
Childhood Lead Poisoning Prevention Program
(805) 983-5291
www.vchca.org/chdp

2/18

Protecting children from exposure to lead is important as there is no safe blood lead level for children. Even low levels of lead in blood have been shown to affect learning, ability to pay attention, and academic achievement. While the effects of lead exposure may be permanent, if caught early there are things that can be done to prevent further exposure and reduce damage to their child's health. Providers can assist by performing lead screenings.

Resources:

- [Standard of Care Guidelines on Childhood Lead Poisoning for California Health Care Providers](#)
- [Ventura County Childhood Lead Poisoning Prevention Program](#)

Chronic Disease Self-Management Program (CDSMP)

The Health Education Department offers Chronic Disease Self-Management Program (CDSMP) workshops for members in English and Spanish. Classes are being held virtually or telephonically. Each workshop is six weeks long, and meets once a week virtually for 2.5 hours virtually or over the phone for 30 minutes.

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

<p>In the workshop, you will learn about:</p> <ul style="list-style-type: none"> ■ Making a weekly action plan ■ Healthy eating ■ Physical activity and exercise ■ Medication usage 	<p>Participants will get:</p> <ul style="list-style-type: none"> ■ "Living a Healthy Life with Chronic Conditions" book ■ Class handouts ■ Relaxation 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@goldchp.org.
If you use a TTY, call **1-888-310-7347**. Members may also visit the GCHP website: www.goldcoasthealthplan.org.



Statement of Nondiscrimination 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 motivos de raza, color, nacionalidad, edad, discapacidad o sexo.
Gold Coast Health Plan 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。
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 sus siglas 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.

<p>En el taller aprenderá sobre:</p> <ul style="list-style-type: none"> ■ Cómo hacer un plan de acción semanal ■ La alimentación saludable ■ La actividad física y el ejercicio ■ El uso de medicamentos 	<p>Los participantes recibirán:</p> <ul style="list-style-type: none"> ■ El libro "Tomando control de su salud" ■ Folletos de la clase ■ CD de relajación ■ Botella de agua recargable ■ Mochila ■ Bolsa del almuerzo
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Regístrate 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@goldchp.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.



Statement of Nondiscrimination 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 motivos de raza, color, nacionalidad, edad, discapacidad o sexo.
Gold Coast Health Plan 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。
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)。

Download the [CDSMP flyer](#) in English and Spanish. Upcoming workshops can be viewed on the [GCHP website calendar](#).

GCHP's Health Education Program is committed to helping members stay well. We work with local clinics, providers and hospitals to provide quality health education resources to members.

For more information, call **1-805-437-5718**, Monday through Friday from 8 a.m. to 5 p.m. (excluding holidays) or email HealthEducation@goldchp.org.



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

Provider Operations Bulletin

AUGUST 2022

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