

To: Gold Coast Health Plan Providers

From: Vicki Wrighster, Senior Director, Provider Network Operations

Re: New GCHP Member Access Site

Date: May 22, 2025

### **New GCHP Member Access Site**

We are excited to inform you that Gold Coast Health Plan (GCHP) members can now select or change their primary care provider (PCP) online by using our new Member Access site. Paper PCP selection forms can still be submitted.

Members can register and log into the GCHP Member Access site by visiting [members.goldcoasthealthplan.org](http://members.goldcoasthealthplan.org). Please note: Providers will not be able to log into or create accounts on the Member Access site.

Members can review instructions for the Member Access site by visiting the [Provider Directory page](#).

Members who have questions or need assistance with the GCHP Member Access site can call GCHP Member Services at **1-888-301-1228**, Monday through Friday, 8 a.m. to 5 p.m. (except holidays). If they use a TTY, call **711**.