Memorandum

To: Gold Coast Health Plan Providers

From: Vicki Wrighster, Senior Director of Provider Network Operations

Re: **GCHP Systems Transition Updates**

Date: July 18, 2024

The following is an update on the status of the implementation of Gold Coast Health Plan's (GCHP) transformative systems and technology.

To date, our teams and partners are continuing to work on mitigating and resolving the technical issues we are experiencing with our new systems. We have been working diligently to load updated data into the NTT Provider Portal. Our timeframe for resolution remains Friday, July 19, 2024. We appreciate your continued patience and collaboration as we implement the technology that will expand our abilities to coordinate care and collaborate across our network. In the meantime, please continue to follow these temporary processes:

- **Member Eligibility Verification**
  To verify member eligibility prior to July 1, 2024, please use the iTransact portal. For dates of services from July 1, 2024, and forward, please use the Provider Portal and/or the Medi-Cal website.

- **Claims Status Information**
  To request the status of a claim submission(s), please complete the Claim Submission Status spreadsheet and email it to ClaimsTeam@goldchp.org. The spreadsheet is also available to download on the Systems and Services Changes page of the GCHP website. Our team will respond to your request within 24 hours.

- **Authorizations Submission**
  All remaining provider data has been uploaded into the NTT Provider Portal. Providers who have access to the Portal will now be able to submit an authorization through the Portal. All others must continue to complete the Prior Authorization Treatment Request Form and fax it to 1-855-883-1552.

Provider Office Hours
GCHP's Provider Relations Team is holding virtual office hours to answer any questions you or your staff may have related to the systems transition. These are held daily from 11:30 a.m. to 12:30 p.m. through Friday, July 26. We invite you to join using the information below:

Microsoft Teams
Join the meeting now
Meeting ID: 285 594 366 081
Passcode: sUcuCP

Dial in by phone
+1 805-324-7279,,724499146# United States, Santa Barbara
Find a local number
Phone conference ID: 724 499 146#

Additional Resources
Provider training recordings, presentation materials, and the NTT Provider Portal User Guide can be viewed on the Systems and Services Changes page of the GCHP website.

Customer Service
For more information or for any questions, please email ProviderPortal@goldchp.org. Our Provider Relations Team will respond to your email within 24 hours.