

Memorandum

To: Gold Coast Health Plan Providers

From: Vicki Wrihster, Senior Director of Provider Network Operations

Re: **GCHP Systems Transition Updates**

Date: July 24, 2024

Gold Coast Health Plan's (GCHP) teams and partners are continuing to upload remaining provider data and troubleshoot the technical issues users are experiencing with the new NTT Provider Portal.

We now anticipate resolving these issues by Wednesday, July 31, 2024. As always, we appreciate your patience and collaboration during this implementation. Until all issues are resolved, please continue to follow the temporary processes below:

- **Member Eligibility Verification**

To verify member eligibility prior to July 1, 2024, providers and staff should use the iTransact portal. For dates of services from July 1, 2024, and forward, please use the NTT Provider Portal and/or the Medi-Cal website.

- **Claims Status Information**

Our teams are continuing to load the remaining claims data onto the Portal. Until that is completed, providers can request the status of a claim submission(s) by completing the [Claim Submission Status spreadsheet](#) and emailing 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**

Providers who have access can continue to submit authorizations through the Portal. All others should complete the [Prior Authorization Treatment Request Form](#) and fax it to 1-855-883-1552.

Provider Office Hours

GCHP's Provider Relations Team is continuing to hold 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.