



# Memorandum

To: Gold Coast Health Plan Providers and Facilities  
From: Jennifer Palm, Director of Health Services  
Re: **URGENT - FAX ISSUES**  
Date: December 18, 2013

Gold Coast Health Plan's (GCHP) Health Services Department is experiencing problems with the 855 toll free fax line. This is causing delays for providers who are attempting to fax in preauthorization requests.

Until GCHP can remedy this situation, we have provided two alternate fax numbers for submitting requests. Please use one of the two numbers below if you experience problems with the 855 number.

**This is only a temporary fix.**

We will inform you when the issues have been resolved and you can resume using the toll free fax line.

The alternate FAX lines are:

**805-981-1765**  
**805-988-3919**