



GOLD COAST HEALTH PLAN

Provider Claims Submission -- Helpful Tips

You will see a reduction in pended claims and denials by following these helpful tips when submitting your claims:

1. Verifying Member eligibility at time of service
2. Following Medi-Cal billing guidelines
3. Using the appropriate claim form
4. Providing valid procedure and diagnosis codes (do not include any additional zeros or numbers)
5. Including appropriate revenue codes (must be included on UB04)
6. Providing the Tax ID Number (TIN)
7. Providing the NPI for the billing provider, rendering provider and attending physician, as appropriate
8. Denoting whether the Member has other health insurance (OHI)
9. Submitting your claims electronically
 - a. Enroll as a Trading Partner and submit claims electronically. Gateway EDI is currently enrolled with ACS for GCHP, and is available to our Providers at no cost. Enroll here: <https://edidirect.acs-inc.com>
 - b. Contact Gateway EDI Customer Support at 800-952-0495 for technical issues
 - c. Contact the EDI customer support team for information regarding Gateway EDI and WINASAP software, or learn more at <https://edidirect.acs-inc.com/edidirect/info/winasap.jsp>
10. Submitting paper claims by mail (we cannot process claims submitted via facsimile) to us at:

Gold Coast Health Plan
Attn: Claims
P.O. Box 9152
Oxnard, CA 93031

And, as always, questions may be directed to Provider Services at 888-301-1228.