



Memorandum

To: Gold Coast Health Plan (GCHP) Providers

From: Steve Peiser
Senior Director Network Management Operations

Re: **Health Information Form (HIF)**

Date: December 21, 2017

The state Department of Health Care Services (DHCS) requires that all members who are newly-enrolled in a managed care health plan complete a health information form (HIF) upon enrollment.

The HIF is a survey that assesses the health care needs of new members. The survey will help GCHP's Care Management team identify new members who may need immediate care coordination or expedited services. When appropriate, the Plan's Care Management team will share data from the HIF with providers to initiate a care plan.

Starting December 1, all new members will receive the yellow survey, along with a yellow self-addressed stamped envelope, as part of their GCHP welcome packet. The survey is available in English and Spanish. During the members' first 30 days of enrollment, they will receive two pre-recorded phone calls encouraging them to complete and return the form.

If members have questions about the HIF or need help completing the form, please refer them to GCHP's Member Services Department at 1-888-301-1228 / TTY 1-888-310-7347.

[Click here](#) to review the HIF.

Email Provider Relations at providerrelations@goldchp.org, if you have questions about the HIF.