



# Memorandum

To: Gold Coast Health Plan Primary Care Providers  
From: Steve Peiser, Senior Director of Network Operations  
Re: **Crisis Response Protocol for Members**  
Date: November 8, 2018

In response to the shooting in Thousand Oaks, Gold Coast Health Plan's behavioral health benefit manager, Beacon Health Options, has activated its crisis response protocol. Any calls received from GCHP members related to the shooting will be treated as "urgent." Callers will be offered assistance in scheduling an urgent appointment with a provider.

Please advise your members to contact Beacon Health Options at 1-855-765-9702. This number is located on the back of the member's ID card.

Beacon's website, [Achieve Solutions](#), has articles about dealing with trauma and violence that may be helpful to your member. [Click here](#) to read them.