Gold Coast Health Plan (GCHP) is the Managed Care Organization that manages Medi-Cal benefits for Ventura County residents. Eligibility for Medi-Cal is determined by the Human Services Agency (HSA) or Social Security Administration (SSA). Once a Ventura County resident is enrolled in Medi-Cal, he or she will be assigned to Gold Coast Health Plan to manage the Medi-Cal benefits and coordinate health care needs.

Member Services

When you need help from Gold Coast Health Plan, call Member Services at 1-888-301-1228 / TTY 1-888-310-7347.

Call Member Services:
- To select or change your Primary Care Provider (PCP)
- To request a new ID card
- To check the status of an authorization
- To get help locating other community resources
- When you need help getting timely appointments
- To get help when you receive a bill for services
- If you want to file a complaint or grievance

Nondiscrimination Notice
Gold Coast Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Gold Coast Health Plan cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

Gold Coast Health Plan 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。

Benefits Information Meetings

Gold Coast Health Plan conducts monthly Benefits Information Meetings throughout Ventura County.

**At these meetings you will learn how to:**
- Select a Primary Care Provider (PCP)
- Get medical services
- How to use your Medi-Cal when you also have other health insurance or Medicare
- Access dental, vision and other benefits
- Get behavioral health assistance
- Learn about Medi-Cal
- Maintain your Medi-Cal eligibility
- Know your member rights and responsibilities
- Locate community resources
- Find out about health classes offered by Gold Coast Health Plan (GCHP)
- Find out about classes and services offered by other agencies

**Questions?**
Call Member Services at 1-888-301-1228 / TTY 1-888-310-7347

Medi-Cal Eligibility

Medi-Cal eligibility is not determined by GCHP. Medi-Cal eligibility is determined by the Human Services Agency (HSA).

For questions regarding your eligibility, call HSA at 1-888-472-4463.

If you have Medicare or SSI, eligibility is determined by the Social Security Administration (SSA). Call SSA at 1-800-772-1213 for questions.

Phone Numbers

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<td>Vision Services Plan (VSP)</td>
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Member Services Information and Resource Guide

711 E. Daily Drive, Suite 106, Camarillo, CA 93010
1-888-301-1228 / TTY 1-888-310-7347
www.GoldCoastHealthPlan.org

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Behavioral Health

Some outpatient mental health services are covered by GCHP. These are the mild-to-moderate conditions. Beacon Health Options provides this benefit. No referral is required from your PCP. Beacon Health Options, 1-855-765-9702.

Vision Services

All members are allowed one vision exam every two years. Members with diabetes can have a yearly exam. Vision exams are provided through Vision Services Plan (VSP), 1-800-877-7195.

Pharmacy Services

If you have questions about your pharmacy benefits and our formulary (drug list), visit our website, www.goldcoasthealthplan.org and look for Pharmacy information under the Members tab.

Contracted pharmacies can be found in the Provider Directory online at www.goldcoasthealthplan.org. For information, call OptumRX at 1-855-297-2870.

Health Education

GCHP cares about the health of its members. GCHP works with agencies in the community to provide health education classes, programs and services that best meet your needs. GCHP’s Health Education department can provide you with information on different health topics. They can also help you locate health education classes. For information call GCHP Member Services.

Care Management and Disease Management

GCHP Care Managers are registered nurses and social workers and are ready to work with you.

Members eligible for care management services may include those with multiple medications; social worker assistance; organ transplant; high risk pregnancy; catastrophic or medically fragile conditions; frequent hospital admissions; frequent emergency room visits; coordination of care issues.

GCHP also has a Disease Management team who will work directly with members with certain conditions. For a referral to these departments, call GCHP Member Services.

Interpreting and Translation Services

If English or Spanish is not your first language, we provide interpretation and translation services. This includes sign language and materials in a different format for all members at no cost. For more information, call GCHP Member Services.

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-888-301-1228 / TTY: 1-888-310-7347.

ATTENCION: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-301-1228 / TTY: 1-888-310-7347.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-301-1228 / TTY: 1-888-310-7347.

Urgent Care

We have urgent care services available to our members, when a Primary Care Provider (PCP) is not able to offer a timely appointment. Urgent care does not replace a PCP. An urgent care center is a convenient option to receive medical attention for a minor illness or injury that does not appear to be life threatening.

Urgent medical conditions are ones that are not considered emergencies but still require care within 24 hours. Some examples of such conditions include:

- Bleeding/cuts – not bleeding a lot but requiring stitches
- Eye irritation and redness
- Fever or flu
- Minor broken bones and fractures (i.e. fingers, toes)
- Minor stomach pain
- Severe sore throat or cough
- Skin rashes and infections
- Sprains and strains
- Urinary tract infections
- Vomiting, diarrhea or dehydration

Urgent care centers provide easy access to quality healthcare for the days and hours a PCP may not be able to see patients. No appointment is necessary. For a list of urgent care centers contracted with Gold Coast Health Plan please call GCHP Member Services or check our Provider Directory online at www.goldcoasthealthplan.org.

If you reasonably believe you have an emergency medical condition, call 911 or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please refer to your Member Handbook.

HIF/MET

New member welcome packets will contain a Health Information Form (HIF) / Member Evaluation Tool (MET). This form will allow us to know if you need additional assistance to improve your health. Please fill out this form and mail it back as soon as possible.