

winning health



Gold Coast
Health PlanSM
A Public Entity

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STAY COVERED

Don't forget to renew your Medi-Cal

If you are a Medi-Cal Member, you will need to renew your eligibility once a year. Also called a redetermination, renewals are done by the Ventura County Human Services Agency (HSA), not Gold Coast Health Plan (GCHP).

Medi-Cal stopped doing renewals between January and May of 2014. If your renewal month was during that time, you should have gotten a notice letting you know your new renewal month.

How will I know when I need to renew? You will get a notice and the renewal forms in the mail two months before your renewal date. If you have moved since you signed up, call your local Medi-Cal office with your new address.



How do I renew? Your renewal notice tells you what information you need to provide. If you do not renew before the due date, your Medi-Cal benefits will be suspended.

You can renew by mail, by phone, in person or online. If you are missing information, call, send or bring in what you have. Call the number on the form if you have questions or call **1-888-472-4463/TTY 1-800-735-2922**.

If you don't complete your renewal, your Medi-Cal benefits will be suspended. You will have 90 days to complete the renewal to reopen your Medi-Cal. If you reopen between 60 and 90 days after your

Medi-Cal ended, you will have State Medi-Cal for a month or two before becoming a GCHP Member again. After 90 days, your Medi-Cal benefits will end, and you will have to reapply.

What does it mean if I lose my Medi-Cal? If you lose your Medi-Cal, you will lose your health care coverage and will no longer be a GCHP Member. You can reapply, but you may have a break in your coverage.

If you have Medi-Cal through Social Security. If you have Medi-Cal because you are receiving Supplemental Security Income (SSI), the Social Security office will let you know when you need to renew your eligibility.

» TAKE ACTION!

For help renewing your Medi-Cal, call Ventura County Human Services Agency at **1-888-472-4463/TTY 1-800-735-2922**.

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What to know about autism

When a child first starts smiling or pointing, he or she is learning how to interact with the world.

Kids with autism, though, often don't engage the world this way. They don't learn, communicate and react to things the same way as other kids.

The word *autism* is used to describe a range of developmental disabilities. It is caused by a problem in the brain. Autism usually appears in the first three years of life.

An infant or child with autism may:

- Smile later than other babies.

- Not respond to his or her name.
- Prefer not to be held.
- Avoid eye contact.
- Repeat certain actions over and over.
- Have trouble understanding feelings.
- Have trouble with changes in routine.
- Have trouble relating to people.

Typically, children should be checked for autism at 18 months and 24 months. But don't wait. If you notice signs, bring it up to your child's Provider.

There is no cure for autism. But acting early may help lessen



its impact. With treatment and support, children with autism can grow, learn and thrive.

Sources: American Academy of Pediatrics; Centers for Disease Control and Prevention

AUTISM SPECTRUM DISORDER

Behavioral Health Treatment

Gold Coast Health Plan (GCHP) covers behavioral health treatment (BHT) for autism spectrum disorder (ASD) through Beacon Health Strategies. This treatment includes applied behavior analysis and other evidence-based services that have been reviewed and shown to work. The services should develop or restore, as much as possible, the daily functioning of a Member with ASD.

BHT services must be:

- Medically necessary.
- Prescribed by a licensed doctor or a licensed psychologist.

- Approved by GCHP.
- Given according to the Member's Plan-approved treatment plan.

You may qualify if you:

- Are under 21 years of age.
- Have a diagnosis of ASD.
- Have behaviors that interfere with home or community life, such as anger; violence; self-injury; running away; or difficulty with living skills, play and/or communication skills.

You do not qualify if you:

- Are not medically stable.
- Need 24-hour medical or nursing services.

- Have an intellectual disability and need procedures done in a hospital or an intermediate care facility.

BHT services provided through a Regional Center will continue until a transition plan is developed. Further information will then be available.

Who to call:

- Beacon Health Strategies, **1-855-765-9702/TTY 1-800-735-2929**, 8:30 a.m. to 5 p.m., Monday through Friday.
- GCHP Member Services, **1-888-301-1228/TTY 1-888-310-7347**, 8 a.m. to 5 p.m., Monday through Friday.

10 important things to remember

1 Your Member Handbook has important information and explains how to use your GCHP benefits.

2 Choose your doctor or clinic, known as a Primary Care Provider (PCP), from the Provider Directory within the first 30 days of enrollment; or change your PCP as often as every 30 days with an effective date of the first day of the following month.

3 Make an appointment with your PCP for your Initial Health Assessment within the first 120 days of becoming a GCHP Member.

4 Always keep and show your GCHP ID card and plastic Medi-Cal ID card when you go to the doctor, hospital and pharmacy.

5 Call your PCP whenever you need medical care 24 hours a day, 7 days a week. Only go to the emergency room for true medical emergencies.

6 You must have a referral from your PCP to see a specialist. Your PCP will refer you to another doctor if medically needed.

7 If you have Medicare, you can see any doctor who accepts your Medicare and GCHP.

8 You do not need a referral for family planning, sensitive services or pregnancy care. You can see any doctor willing to accept GCHP.

9 Call the Human Services Agency (HSA) if you have questions about your Medi-Cal eligibility, you move or your contact information changes.

10 If you have a problem or complaint about your medical care, talk to your doctor first. If you can't resolve it, call Member Services at **1-888-301-1228/TTY 1-888-310-7347**.



NEW MEMBERS

Visiting your PCP

When you first become a GCHP Member, you will choose a Primary Care Provider (PCP) within the first month. If you don't make that choice, GCHP will choose one for you.

Your PCP is the doctor you will see whenever you need medical care. If you need specialty care or special tests, your PCP will refer you to a contracted facility.

Once you have a PCP, it is important to make an appointment for a new patient exam. Even if you

are feeling well, call right away.

At the exam, your PCP will ask about your medical history and current health conditions. Your PCP will also ask what medications you are taking, so bring a list of your medications or all of the bottles.

If you get sick before your new patient exam, call your PCP's office. Let the staff know that you are new but need to be seen right away. Clearly explain what you need to be seen for and your symptoms. Your PCP's office will make sure you get the care you need.

Changing your PCP

As a Gold Coast Health Plan Member, you have the option to change Primary Care Providers (PCPs) every 30 days.

You can make this change three ways:

- 1.** Call Member Services at **1-888-301-1228/TTY 1-888-310-7347** to request the change.
- 2.** Complete the "PCP Selection Form" found on our website, and mail, fax or bring it to our office.
- 3.** Request the change in person at our Camarillo office.

Requests received prior to the last business day of the month will take effect the first day of the following month. You will receive a new ID card within 7 to 10 days of the request.



A smooth recovery requires good planning and a solid understanding of your plan, and you need to be sure to follow the plan.

You might be headed home or to another place of care. Either way, we want you to keep getting better after you leave the hospital. That means giving you the information you need to help heal.

Before you leave the hospital, you and your family will know:

- What your diagnosis is.
- How you are doing now.
- The medicines and amount that you need to take at home.

■ The kind of care and services you may need.

■ Where you can get help if you have a problem.

■ Any doctor's visits, treatment or tests that you need after you leave the hospital.

■ What symptoms or problems to watch for.

What you need to do after you are discharged from the hospital:

■ Get all of the medicines that the doctor wants you to have.

■ Take your medicines as directed.

■ Go to all of the follow-up visits and therapy as instructed at discharge.

Urgent care or emergency room?

Did you know that a trip to the emergency room (ER) may not be necessary? You may spend hours waiting to be seen if your condition is not a true emergency.

If you can't get a same-day appointment with your Primary Care Provider, an urgent care center is the best option for you.

An urgent care center can treat common conditions such as flu, colds, vomiting, cuts, broken bones, minor injuries and burns.

Always go to the ER or call 911 if you are experiencing chest pain, a stroke, difficulty breathing, head injuries or other life-threatening conditions.

■ Follow the diet and activity instructions.

■ Call for help if something is not right.

Who should you call?

1. To change your Primary Care Provider (PCP), call Gold Coast Health Plan (GCHP) Member Services at **1-888-301-1228/TTY 1-888-310-7347**, Monday through Friday, 8 a.m. to 5 p.m.
2. For an appointment with your PCP, call the number on your GCHP ID card.
3. For assistance with a mental health issue, call Beacon Health Strategies at **1-855-765-9702/TTY 1-800-735-2929**.
4. For a vision exam appointment, call VSP at **1-800-877-7195/TTY 1-800-428-4833** to locate a contracted Provider.

5. For assistance with a bill from a medical Provider, call GCHP Member Services at **1-888-301-1228/TTY 1-888-310-7347**.

6. For dental care, call Denti-Cal at **1-800-322-6384/TTY 1-800-735-2922** to locate a contracted Provider.

7. For help with your Medi-Cal eligibility or to change your address, call the Human Services Agency (HSA) at **1-888-472-4463/TTY 1-800-735-2922**.

8. To request a new GCHP ID card, call GCHP Member Services at **1-888-301-1228/TTY 1-888-310-7347**.

