



FAQs for Provider Web Portal Users

Web Address / Email Address / Contact Number

Gold Coast Health Plan Web Site: <http://goldcoasthealthplan.org>

Portal Administrator: providerrelations@goldchp.org

Customer Service: 1-800-301-1228

Registration / Log In

1. Where do I go to register and get access to the provider web portal?

Go to the Gold Coast Health Plan web site at <http://goldcoasthealthplan.org>. Your Provider ID number is required for registration. If you don't have your Provider ID number, contact your Portal Administrator at providerrelations@goldchp.org.

2. My provider ID isn't working. What should I do?

Check to ensure that you are typing your ID correctly. If this still doesn't work, contact your Portal Administrator to verify your Provider ID.

3. How do I reset my password?

Log in to the Portal and click **My Account** and then click the **Change Password** tab. Follow the onscreen instructions to reset your password.

4. I've completed my online registration / I've changed my password. I still have problems logging in. What should I do now?

Try typing your Login ID using all capital letters. If you continue to have problems, email your account name and any pertinent information to your Portal Administrator who will assist you with this problem.

5. I need some help with setting up users for provider with multiple NPIs. Who should I contact? Contact your Portal Administrator who can attach multiple NPIs to a single account.

6. My NPI isn't working, what do I do?

If you are registering as a Payee, only Tax ID is accepted. If your NPI isn't yet in the system, the system won't let you register. Contact the Portal Administrator to check if your NPI is correct and in the system.

7. What if I got kicked out of the system after getting partially registered?

Try registering again.

Using the Portal

1. My information isn't correct in the system. What should I do?

Contact Provider Relations at providerrelations@goldchp.org with your correct information so they can fix the error.

2. The system won't let me enter a TIN. What's wrong?

Try entering the TIN without a dash.

3. I typed it correctly but the system won't accept the TIN. What should I do now?

Contact your Portal Administrator with the details including the TIN. There could be a data entry error preventing the TIN from being accepted.

4. Why can't I view my claims?

Make sure you are using the right account. Depending on the account you are using, you may not have sufficient rights to view a claim.

5. Why can't I view authorizations?

Make sure you are logged on as the Provider of Record. Otherwise you cannot view authorizations.

6. Why can't I submit claims through the Portal?

The system does not allow claims to be submitted through the Portal in the State of California. Claims are submitted electronically through Gateway EDI. Instructions for registration for using Gateway EDI (electronic claims submission) are posted at <http://goldcoasthealthplan.org>.

7. I'm registered as a Provider but can't access authorizations or claims, only member eligibility. What's wrong?

Contact your Portal Administrator with the details about this matter.

8. The system won't let the Provider have access to patient information. What should I do?

Most likely this is due to either incorrect user level for the Provider or a PCP change that is not yet recorded in the system.

9. Who can see Direct Referral and Pre-Authorizations?

The PCP and any Provider attached to the *Direct Referral and Pre-Authorization* can see the *Direct Referral and Pre-Authorization*.

10. Can I enter a Direct Referral through the Portal?

Yes. Ensure the **Svc.Type** selected is **Referral** and after choosing a Svc. Location, ensure that the **Auth.Type** selected is **01: Specialist Referral**.

Note: This should never be used for a service requiring Pre-Authorization.

Printing

1. How do I print an Authorization?

When you viewing an Authorization, click the **Notify** button at the bottom of the window. A PDF of the Authorization is generated. Click **Open** to view and print the Authorization.

Note: The **Notify** button only appears if the Authorization is approved.

2. Does Gold Coast Health Plan fax a copy of the Authorization?

No. The Authorization can be printed at the Provider's office. Simply click the **Notify** button at the bottom of the window. A PDF of the Authorization is generated. Click **Open** to view and print the Authorization.

3. How do I print out an EOP (Explanation of Payment)?

Click **Claims** on the menu bar and search for the member whose EOP you want to print. From the list of claims for the member, click **Processed** to view the EOP. Note, you cannot click the Claim ID to view claim details and can only view an EOP with the status **Processed**. A new window opens with the Explanation of Payment statement. Right-click anywhere in the statement and select **Print** from the menu presented.

4. How do I print out a list of patients?

On the menu bar, click **My Members**. At the bottom right of the window, click **Roster Export**. A **File Download** window opens. Click **Open** to view the file, or **Save** to keep the file for later viewing. **Note:** My Members is only available for a PCP account.