



MyGoldCare PALLIATIVE CARE PROGRAM

FOR PROVIDERS: FREQUENTLY ASKED QUESTIONS ABOUT PALLIATIVE CARE SERVICES FOR GCHP MEMBERS

Q: What is the MyGoldCare Program?

A: The MyGoldCare Program is the new GCHP Palliative Care Benefit Program in accordance to Senate Bill 1004. The program accesses a strong provider network of qualified, multidisciplinary teams dedicated to providing patient and family-centered care that address the physical, intellectual, emotional, social, and spiritual needs of our members in the most compassionate way possible. The new program will be available for any member who qualifies. This does not result in a reduction in benefits for members.

Q: Why are we addressing Palliative Care?

A: The Department of Health Care Services mandated that Palliative Care is a covered benefit for eligible beneficiaries effective January 1, 2018 in accordance with Senate Bill 1004 and APL17-015.

Q: What is Palliative Care?

A: Palliative Care is a way of providing care that addresses the difficulty of treatment of serious illnesses with a unique focus on patient choice to improve the quality of life as much as possible. Palliative Care works with patients and families to determine what is most important to them in managing their illness. There is a Palliative Care team that coordinates with the member's Physician to ensure that the patient's and family's goals of care align with the treatment options available to them. Palliative Care is covered for certain conditions.

Q: Does Gold Coast Health Plan (GCHP) have a Palliative Care benefit?

A: Yes. The current palliative care benefit is for members 21 years and older at this time. Palliative Care for members under the age of 21 years old is covered under a waiver called Partners for Children (PFC) that Ventura County administers through the California Children's Services (CCS) program. For more information regarding this program you can call 805-981-5281.

Q: How does Palliative Care work?

A: Palliative care providers are doctors, nurses and social workers who work with a member's regular doctors to provide additional support to cope with the challenges experienced by the member and member's family dealing with serious illness. It can be provided along with curative treatment.

Q: What are the chronic health conditions that would qualify for Palliative care?

A: Advanced Cancers, severe irreversible Liver Disease, Chronic Obstructive Pulmonary Disease and Congestive Heart Failure.

Q: What can members expect from Palliative Care?

A: The member can expect expert attention focusing on symptoms such as pain, shortness of breath, fatigue, nausea, etc. The Palliative care team will address physical, intellectual, emotional, social and spiritual needs. This facilitates patient autonomy and access to information, and choice.



Q: How does a member qualify for Palliative Care?

A: Prior authorization is required for Palliative Care. A Provider Bulletin that provides in depth descriptions of the covered Palliative Care conditions are located on the Provider Portal. If you believe a patient qualifies, please submit an authorization request.

Q: Is there a separate Authorization Form for Palliative Care?

A: Yes, the form is located on the Provider Portal.

Q: Who provides Palliative Care Services?

A: GCHP has a network of palliative care providers available that can provide the care in various settings. A list of those providers are listed on the Provider Portal.

Q: What places of services are Palliative Care services provided?

A: Palliative Care can be provided in a variety of settings including the hospital, outpatient clinics, doctor's offices and at home.

Q: How long will it take to hear if Palliative Care has been approved once it is ordered?

A: Prior Authorizations that are provided with all the medically necessary information to make a determination are reviewed within five business days.

Q: Does a patient have to give up their own doctors if they have Palliative Care services?

A: No. The Palliative Care providers work with the patient's current doctors.

Q: How is Palliative Care different from Hospice Care or Supportive Care?

A: Palliative care is not end of life care, and it is used while the patient is continuing active treatment for their medical condition. Hospice care is reserved for a terminally ill patient when treatment is no longer curative during the last six months of life. You can receive curative treatment and Palliative Care treatment at the same time. Supportive Care are those services rendered to members who require similar services under Palliative Care but do not qualify for Palliative Care.

Q: If a member has another primary insurance and GCHP as secondary insurance, how does a member get Palliative Care services?

A: The member should ask their primary insurer if Palliative Care is a benefit. If so, ask them how to receive the services and the providers will bill GCHP secondarily for payment. If the member's primary insurer does not provide a Palliative care benefit, GCHP will require documentation of the primary insurance carrier's denial of the request for Palliative care in order for GCHP to consider covering the service(s) requested.

Q: Will a member be able to obtain Palliative Care services if the member has Kaiser as their PCP?

A: Yes. Members can contact Kaiser at 1-800-464-4000 to inquire about Palliative Care services.