



State of California-Health and Human Services Agency  
Department of Health Services



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Director

ARNOLD SCHWARZENEGGER  
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January 16, 2004

CHDP Program Letter No.: 04-02

TO: ALL COUNTY CHILD HEALTH AND DISABILITY PREVENTION (CHDP)  
PROGRAM DIRECTORS, DEPUTY DIRECTORS, STATE CHILDREN'S  
MEDICAL SERVICES (CMS) BRANCH STAFF AND REGIONAL OFFICE  
STAFF

SUBJECT: GATEWAY TRANSACTION PROBLEM REPORTING PROCESS

CHDP Provider Information Notice No. 04-02 instructs CHDP providers to call the Point of Service (POS)/Internet Help Desk at 1-800-541-5555, after January 1, 2004 to report any problems associated with the automated CHDP Gateway process.

Please distribute this provider information notice in its entirety and without any revisions to providers in your local program area. Then complete and return a "Report of Distribution" (DHS 4504). The DHS 4504 can be found at [www.dhs.ca.gov/chdp](http://www.dhs.ca.gov/chdp).

If you have any questions, please contact your Regional Nursing Consultant.

**Original Signed by Maridee A. Gregory, M.D.**

Maridee A. Gregory, M.D., Chief  
Children's Medical Services Branch