



GOLD KIDNEY HEALTH PLAN



# **Alivi Gold Kidney Prepaid Visa<sup>®</sup> Card and Supplemental Benefits Guide**



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## Overview

Gold Kidney Health Plan partners with Alivi Health to administer card-based plan benefits that are designed to put money, control, and flexibility in Gold Kidney members' hands. The 2024 Alivi Gold Kidney Prepaid Visa<sup>®</sup> card can be used to access valuable plan benefits:

- Filtered spend technology at over 67k participating merchants
- A single Visa-branded card with multi-purse spend capability – 5 purses for 2024
- Cards can be used in conjunction with Medicare supplemental benefits to help cover out-of-pocket costs, as defined by Gold Kidney
- The Flex Card can be used only for approved purchases (cannot be used for items such as alcohol, tobacco, firearms, lottery tickets, etc.)



# Flex Card Benefits

Below are the benefits covered by the Alivi Gold Kidney Prepaid Visa Card:



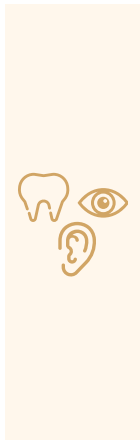
## Over the Counter (OTC) (funds availability: monthly, does not roll-over)

- Annual allowance up to \$1,620



## Healthy Food (funds availability: monthly, does not roll-over)

- Annual allowance up to \$960



## Flex (Dental, Vision, Hearing) (funds availability: quarterly, does not roll-over)

- Members may use their allowance with any provider up to the allowance per quarter
- The Flex Card allowance can be used to pay for dental exams and procedures, hearing check-ups and hearing aids, or eye exams and glasses
- Members can choose providers and pay for services and covered devices using the Flex Card without submitting an insurance claim
- Annual allowance up to \$4,000 in Arizona and \$3,500 in Florida



## Fuel Allowance (Gas) (funds availability: monthly, does not roll-over)

- May be used at any gas station that accepts Visa
- Annual allowance up to \$900 in Arizona and \$300 in Florida



## Rewards Program Incentives (funds availability: annually, expiring 12/31/2024)

- A total of twelve (12) wellness activities can be completed per year based on the member's health, recommended screenings, or existing health conditions, earning up to a maximum of \$300 per year.
- Members can complete wellness activities to earn rewards. The \$25 reward will be added to the Flex Card account when Gold Kidney receives a claim from a doctor after a qualifying visit. The \$25 reward can be received sooner by self-reporting member activities.
- For Rewards Program specifics: [Click Here](#)
- For Rewards Program FAQs: [Click Here](#)

# Transportation (non-emergency)

- No authorization required. Alivi manages all modes of transportation for members facing challenges accessing their medical appointments, providing a single source of accountability, and creating simplified non-emergency medical transportation benefit management. Up to unlimited one-way trips. Members are currently not bound to mileage restrictions.
- Types of transportation include:
  - Curb to Curb
  - Door to Door
  - Hand to Hand
  - Wheelchair
  - Stretcher
  - Non-Emergency Ambulance
  - Mileage Reimbursement
  - Public Transportation
- Covered services include:
  - Non-emergency medical appointments
  - Gym / fitness
  - Pharmacy locations (not scheduled for Wheelchair or Stretcher mobility)
- Members can enjoy greater convenience with features such as multi-destination trip scheduling and real-time assistance for issues such as changed appointment times or corrections to addresses
- Advance Notice for Booking Trips
  - On Demand (Lyft/Uber): 48 hours
  - Curb-to-Curb: 48 hours
  - Door-to-Door: 72 hours
  - Wheelchair: 72 hours
  - Stretcher: 72 hours
- Return Rides
  - On Demand (Lyft/Uber): 30 minutes
  - Curb-to-Curb: 30 minutes
  - Door-to-Door: 45 minutes
  - Wheelchair: 60 minutes
  - Stretcher: 60 minutes
- Same-day discharges are arranged with a three-hour window for pick up

- To manage transportation needs, members may call the Alivi Contact Center to create or cancel bookings, schedule multi-destination rides, and access details of a scheduled ride
  - Florida Residents: to reach the Contact Center, call (855) 481-8245 Monday through Friday between the hours of 8 a.m. and 5 p.m. (Local Time)
  - Arizona Residents: to reach the Contact Center, call (855) 481-7398 Monday through Friday between the hours of 8 a.m. and 5 p.m. (Local Time)
  - Calls for urgent / same day appointments / facility discharges and rider assistance are handled 24/7 - 365 days/year
- In the near future, Gold Kidney Health Plan and Alivi Health look forward to offering self-scheduling capabilities through a Mobile App Member Portal



# Retailers

The Alivi Gold Kidney Prepaid Visa Card is accepted in-store at the retailers listed below. Access the Store Locator Tool online at [www.GoldKidney.Alivi.com](http://www.GoldKidney.Alivi.com) to find the most up-to-date and comprehensive list of current participating retailers/providers near you.

Please check back frequently as new retailers are regularly added to the list.

## Partial\* list of participating retailers, by brand:

- **Albertsons, including:**

- Acme
- Eastern
- Jewel-Osco
- Safeway
- Shaws

- **CVS, including:**

- Longs Drugs
- Navarro

- **Giant Eagle, including:**

- Market District

- **Rite Aid**

- **Schnucks**

- **Walgreens, including:**

- Duane Reade

- **Walmart, including:**

- Walmart +
- Walmart Online
- Walmart Supercenter

- **Kroger, including:**

- Baker's Supermarkets
- City Market
- Copps
- Dillon's
- Food 4 Less
- Foods Co.
- Foods Plus
- Fred Meyer
- Fry's
- Gerbes
- Harris Teeter
- Jay C Food Store
- King Soopers
- Mariano's
- Metro Market
- Owen's
- Pay-Less Super Markets
- Pick 'n Save
- QFC
- Ralph's
- Ruler Foods
- Scott's
- Smith's Food and Drug

\*The program also functions at many locations accepting EBT

# Alivi Marketplace

Members may access the Gold Kidney Alivi Marketplace, an eCommerce shopping experience, by navigating to the Web Portal at [www.GoldKidney.Alivi.com](http://www.GoldKidney.Alivi.com), logging in, and selecting the Marketplace link in the top right corner of the page

From there, members can:



View and purchase OTC, Healthy Food products, and Bathroom Rails and Risers



Save shipping information to ease orders



Search items by category, brand, product name, and many others



View order history

# Alivi Account Management

## Plan-branded Web Portal & Mobile App

- Account registration
- Card activation
- Access available benefits balance by purse
- Search nearby Providers and Merchants
- Review their last 10 transactions
- Request a lost, stolen, or damaged card replacement
- View and print monthly Statements





# Card Use FAQs

Everything you need to know about your prepaid benefits card.

## ? WHAT IS THE ALIVI GOLD KIDNEY PREPAID VISA CARD?

The prepaid benefits card is the Visa-branded payment card used to access some of your Gold Kidney benefits. Cards arrive at a member's home after enrollment and have been preloaded with specific plan benefit amounts.

Benefits accessible from the Card may include:

- OTC (over-the-counter) benefit
- Healthy food benefit
- “Flex” dental, vision, and hearing benefits
- Fuel allowance (gas) benefit
- Rewards program incentives

## ? MY CARD JUST ARRIVED IN THE MAIL. WHAT DO I DO NEXT?

1. Activate your card by calling **1 (833) 690-0182 (TTY 711)** or visiting **[www.goldkidney.alivi.com](http://www.goldkidney.alivi.com)**
2. Register your account either by visiting **[www.goldkidney.alivi.com](http://www.goldkidney.alivi.com)** or by downloading the Gold Kidney Alivi Benefits mobile app from the App Store or Google Play and following the instructions
3. Once your card is activated and your account is registered, you may review your benefits and purse balances, find nearby providers and retailers, and start putting your benefits to good use

## ? I AM A NEW ENROLLEE IN THE PLAN AND HAVE NOT RECEIVED MY CARD. WHAT SHOULD I DO?

Please contact Alivi Member Services at **1 (888) 991-0040 (TTY 711)** Monday through Friday between the hours of 8 a.m. and 7 p.m. EST. A benefit support representative will help determine when your card will arrive or help facilitate a replacement card order if need be. If you call after hours, you may leave a message and a benefit support representative will return your call the following business day.

### **? HOW CAN I CHECK MY BENEFIT ACCOUNT BALANCES?**

You can access your card and benefit balances 24/7/365 by visiting [www.goldkidney.alivi.com](http://www.goldkidney.alivi.com), from the Gold Kidney Alivi Benefits mobile app, or by calling Alivi Member Services at **1 (888) 991-0040** Monday through Friday between the hours of 8 a.m. and 7 p.m. EST.

### **? WHERE CAN I USE MY ALIVI GOLD KIDNEY PREPAID VISA CARD?**

Your card may be used for online purchases at the Gold Kidney Alivi Marketplace. You can access the Marketplace by logging in to your account and clicking the Marketplace link. Your card is accepted in-store at Walgreens, CVS, Walmart, Kroger, Albertsons and other participating retailers. Please access the Store Locator tool online at [www.goldkidney.alivi.com](http://www.goldkidney.alivi.com) or the Gold Kidney Alivi Benefits app accessible from your mobile device to find current participating retailers near you.

### **? CAN I ACCESS MY BENEFITS AND USE MY CARD WHEN I AM TRAVELING?**

Yes, your card may be used at participating providers and retailers regardless of location.

### **? DO I NEED A PIN TO USE MY CARD?**

No, your card does not require a PIN.

### **? WHEN I CHECK OUT, SHOULD I SELECT CREDIT OR DEBIT?**

If prompted to make a debit or credit selection at the point of sale, select credit.

### **? CAN I CHECK OUT WITH BOTH ELIGIBLE AND NON-ELIGIBLE ITEMS?**

Yes. When you finish shopping, swipe your Alivi Gold Kidney Prepaid Visa card. Your available spending allowance amount(s) will apply to eligible items and reduce your balance accordingly. If your eligible item total is more than your available balance, you will be prompted for a secondary form of payment to cover the remainder. Non-eligible items will be totaled, and you will be prompted for a personal form of payment to cover the cost.

**? WHAT ITEMS ARE CONSIDERED NON-ELIGIBLE?**

While eligible items and expenses vary by benefit type, certain things are considered non-eligible for all benefit types. Specifically, alcohol, tobacco, firearms, lottery, and other similar products are always considered non-eligible.

**? CAN I USE MY ALIVI GOLD KIDNEY PREPAID VISA CARD AT AN ATM TO WITHDRAW CASH? OR TO GET CASH BACK FROM A RETAILER?**

No. The Alivi Gold Kidney Prepaid Visa card may not be used at an ATM or for any type of cash-back service.

**? THE COST OF A COVERED BENEFIT (ELIGIBLE ITEM(S) OR SERVICE) IS MORE THAN THE AVAILABLE BALANCE ON MY ALIVI GOLD KIDNEY PREPAID VISA CARD. WHAT DO I DO?**

You can use the available balance on your card to pay for the covered items or services and use a secondary (personal) form of payment for the remaining amount.

**? I ORDERED SOME PRODUCTS FROM THE MARKETPLACE / OTC CATALOG BUT HAVE NOT RECEIVED MY ORDER. HOW CAN I CHECK THE STATUS?**

Marketplace orders will be delivered in 5–7 business days from the time the order was placed. You may check the order status by contacting Alivi Member Services at **1 (888) 991-0040**, Monday through Friday between the hours of 8 a.m. and 7 p.m. EST. If you call after hours, you may leave a message and a benefit support representative will return your call the following business day.

**? IS THERE A RETURN POLICY FOR PRODUCTS PURCHASED FROM THE MARKETPLACE / OTC CATALOG?**

Except for product defects, no. These products are intended for personal use and for this reason, we do not allow returns or exchanges. If you purchased an item from the Marketplace or OTC Catalog that arrived defective, please contact Alivi Member Services at **1 (888) 991-0040**, Monday through Friday between the hours of 8 a.m. and 7 p.m. EST and a benefit support representative will assist you with the return. If you call after hours, you may leave a message and a benefit support representative will return your call the following business day. Replacement products will be delivered in 5–7 business days from the time the order was placed.

**? I STILL NEED CLARIFICATION ABOUT HOW MY CARD WORKS, WITH MY SPECIFIC PLAN BENEFITS? HOW CAN I GET MORE INFORMATION?**

Gold Kidney and Alivi are here to provide you with the resources you need to fully understand your benefits and learn how to use them in ways that work best for you. While you can find information on the member portal and mobile app, you might find it more helpful to contact Alivi Member Services at **1 (888) 991-0040** to have a conversation with one of our benefit support representatives. We are here to help answer your specific questions — our goal is to make sure you make the most of your benefits.

**? IF MY CARD IS LOST, STOLEN OR DAMAGED AND NEEDS TO BE REPLACED, WHAT SHOULD I DO?**

If your card is misplaced, stolen or damaged, please call **1 (833) 690-0182 (TTY 711)**, visit [www.goldkidney.alivi.com](http://www.goldkidney.alivi.com) or report the issue on the Gold Kidney benefits mobile app as soon as possible.

**? HOW LONG WILL IT TAKE TO REPLACE MY CARD?**

Once your request has been placed, it will take approximately 7–10 business days for your replacement card to arrive in the mail. Please be on the lookout for a plain white envelope.

**? IF MY CARD IS BEING REPLACED, WHAT HAPPENS TO THE UNUSED FUNDS ON MY OLD CARD?**

If your card is being replaced, any remaining balances from your previous card will automatically be applied to your replacement card account.

**? HOW DO I RESET MY GOLD KIDNEY BENEFITS PASSWORD?**

At the login screens in both the member portal and mobile app, you will see a “Forgot Password?” link. Please click that link and follow the password creation directions.

**? I STILL HAVE QUESTIONS. WHOM SHOULD I CONTACT?**

Please call Alivi Member Services at **1 (888) 991-0040** Monday through Friday between the hours of 8 a.m. and 7 p.m. EST. If you call after hours, you may leave a message and a benefit support representative will return your call the following business day.

## Notice of Non-Discrimination

Gold Kidney 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 (including pregnancy, sexual orientation, and gender identity). Gold Kidney Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

### **GOLD KIDNEY HEALTH PLAN**

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Customer Service at 1 (844) 294-6535 (TTY 711)

If you believe that Gold Kidney Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with:

Gold Kidney Health Plan – Appeals & Grievances  
P.O. Box 14050, Scottsdale, Arizona, 85267 1  
(844) 294-6535 (TTY 711) Fax: 1 (866) 515-7869

You can file a grievance in person, by mail, or fax. If you need help filing a grievance, call 1 (844) 294-6535 (TTY 711).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1 (800) 368-1019, 1 (800) 537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

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## Multi-Language Insert Multi-language Interpreter Services

**English:** We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1 (844) 294-6535. Someone who speaks English/Language can help you. This is a free service.

**Spanish:** Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1 (844) 294-6535. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

**Chinese Mandarin:** 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1 (844) 294-6535。我们的中文工作人员很乐意帮助您。这是一项免费服务。

**Chinese Cantonese:** 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1 (844) 294-6535。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

**Tagalog:** Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1 (844) 294-6535. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

**French:** Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1 (844) 294-6535. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

**Vietnamese:** Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1 (844) 294-6535 sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

**German:** Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1 (844) 294-6535. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

**Korean:** 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1 (844) 294-6535 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Form CMS-10802 (Expires 12/31/25)

## Multi-Language Insert Multi-language Interpreter Services

**Russian:** Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1 (844) 294-6535. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

**Arabic:** إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على 6535-294 (844) 1. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

**Hindi:** हमारे 'ा (या दवा की योजना के बारे में आपके किसी भी 89 के जवाब देने के लिए हमारे पास मु= दुभाषया सेवाएँ उपलब्ध हैं। एक दुभाषया 81D करने के लिए, बस हमें 1 (844) 294-6535 पर फोन करें। कोई भी जो हिंदी बोलता है आपकी मदद कर सकता है। यह एक मु= सेवा है।

**Italian:** È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1 (844) 294-6535. Un nostro incaricato che parla Italiano fornirà l'assistenza necessaria. È un servizio gratuito.

**Portuguese:** Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1 (844) 294-6535. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

**French Creole:** Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal ouwa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1 (844) 294-6535. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

**Polish:** Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1 (844) 294-6535. Ta usługa jest bezpłatna.

**Japanese:** 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、1 (844) 294-6535 にお電話ください。日本語を話す人が支援いたします。これは無料のサービスです。



# GOLD KIDNEY HEALTH PLAN

Creating the **gold** standard  
for your care

[goldkidney.com](https://goldkidney.com)

Gold Kidney Health Plan, Inc., is an HMO-POS and HMO-POS C-SNP with a Medicare contract. Enrollment in Gold Kidney Health Plan depends on contract renewal.

Gold Kidney Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, or sex (including pregnancy, sexual orientation, and gender identity).