



# PROVIDER NEWSLETTER

April 2024



## PROVIDER PORTAL ANNOUNCEMENT

We are thrilled to announce the launch of our new Provider Portal, designed to streamline your interactions with our network and enhance your overall experience.

Our Provider Portal offers a range of intuitive features designed to simplify administrative tasks and improve efficiency in managing patient care. Some of the key functionalities include:



### Eligibility and Benefits

Instantly check patient eligibility and coverage details, reducing administrative overhead and minimizing claim denials.



### Prior-Authorization

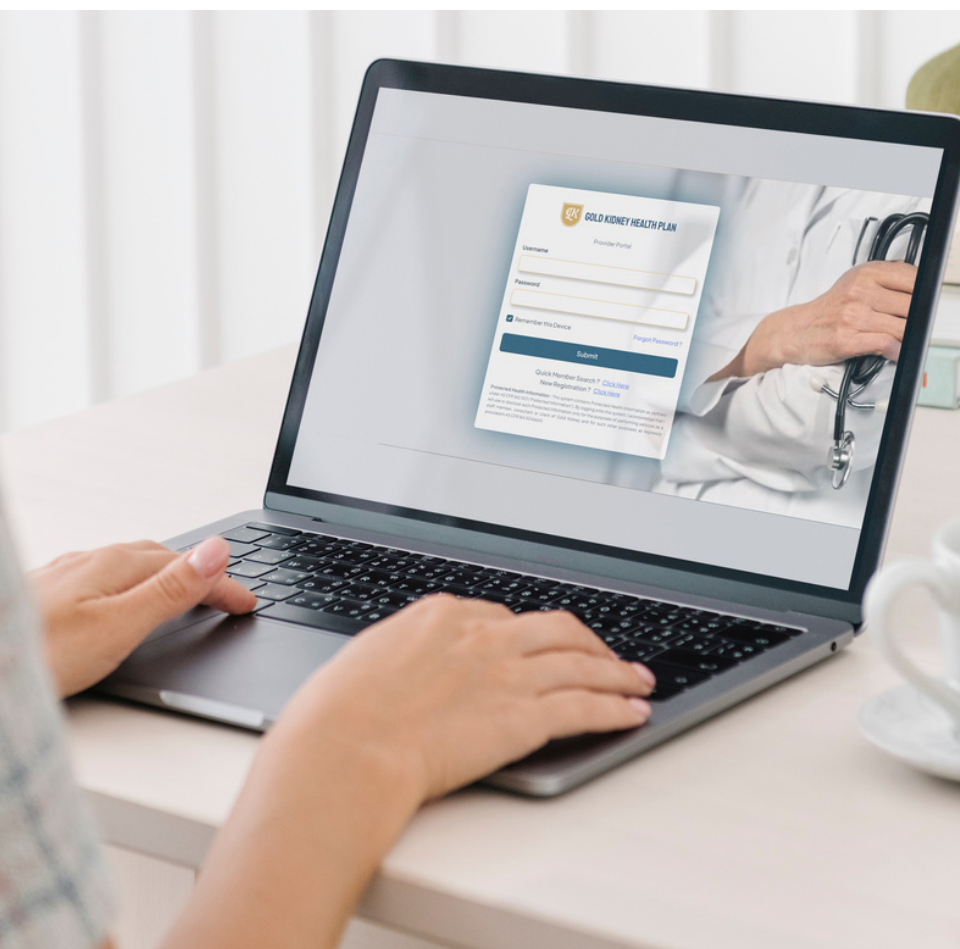
Submit and track prior authorization requests online, ensuring timely approvals and minimizing delays in patient care.



### Claims and Payments

Access real-time information on claim status and payment history, facilitating financial planning and reconciliation.

Access to our Provider Portal is available to all participating providers within our network. If you are currently a contracted provider with us, you are automatically eligible to register for access to the portal. Simply visit [Provider Portal \(goldkidney.com\)](https://goldkidney.com) to get started.



## GETTING STARTED:

To begin using our Provider Portal, simply follow these steps:

- 1 Visit [Provider Portal \(goldkidney.com\)](https://goldkidney.com) and click on the "Provider" button.
- 2 Select the option Provider Portal to register. Select **New Registration** if you are a new user to register.
- 3 Follow the on-screen prompts to complete the registration process and set up your account.
- 4 Once registered, log in to access the full range of portal features and start managing your practice more efficiently.

## HELPING OUR MEMBERS MANAGE DIABETES:

More than 37 million Americans have diabetes, according to the [Centers for Disease Control and Prevention](https://www.cdc.gov) (CDC). Because symptoms can develop slowly, one in five of them don't know they have it. You may play an important role in supporting our members through regular screenings, tests and office visits.



## MONITORING OUR MEMBERS' CARE

We track Healthcare Effectiveness Data and Information Set (HEDIS®) measures from the [National Committee for Quality Assurance \(NCQA\)](https://www.ncaq.org), related to diabetes care, including:



**Hemoglobin A1c (HbA1c) Control for Patients with Diabetes (HBD)** captures the percentage of our members ages 18 to 75 with diabetes (type 1 and type 2) whose HbA1c level during the measurement year is:

- Less than 8.0%, indicating controlled
- Greater than 9.0%, indicating uncontrolled. A lower rate on this measure indicates better performance.



**Kidney Health Evaluation for Patients with Diabetes (KED)** tracks members ages 18 to 85 with diabetes (type 1 and type 2) who received a kidney health evaluation during the measurement year. An evaluation includes a blood test for kidney function (estimated glomerular filtration rate, or eGFR) and a urine test for kidney damage (urine albumin-creatinine ratio, or uACR).



**Eye Exam for Patients with Diabetes (EED)** tracks members ages 18 to 75 with diabetes (type 1 and type 2) who have a retinal eye exam by an eye care professional to screen or monitor for diabetic retinal disease.



**Statin Therapy for Patients with Diabetes (SPD)** tracks members ages 40 to 75 who have diabetes and don't have clinical atherosclerotic cardiovascular disease (ASCVD), and who received and adhered to statin therapy.



**Blood Pressure Control for Patients with Diabetes (BPD)** captures members ages 18 to 75 with diabetes (type 1 and type 2) whose blood pressure was controlled (<140/90 mm Hg).

## TIPS TO CLOSE GAPS IN CARE

- Identify care gaps and schedule lab tests before office visits to review results and adjust treatment plans if needed.
- Document medication adherence to angiotensin-converting enzyme (ACE) inhibitors and angiotensin II receptor blockers (ARB) when applicable.
- Repeat abnormal lab tests later in the year to document improvement.
- Monitor blood pressure status at each visit and adjust medications as needed for control.
- Encourage members with diabetes to have annual retinal or dilated eye exams by an eye care specialist.
- For our members on statin therapy, discuss the proper dose, frequency and the importance of staying on the medication.
- Communicate with members and other treating providers to ensure all tests are completed and results are documented in the medical record.

Feel free to contact Gold Kidney with any questions or concerns. Our Provider Relations Team is dedicated to assisting and streamlining processes for you, our valued providers and members.

### ARIZONA PROVIDERS

Phone: (844) 294-6535  
Fax: (866) 580-0122  
Email: [providerrelations@goldkidney.com](mailto:providerrelations@goldkidney.com)

### FLORIDA PROVIDERS

Phone: (844) 294-6535  
Fax: (866) 580-0122  
Email: [PRFL@goldkidney.com](mailto:PRFL@goldkidney.com)



The first 3 offices to email us with the phrase **"Spring is Springing for Gold"** Will win a \$60 Dunkin's Donuts gift card for their office!

Please follow us on social media to stay up to date on news and useful information.

