

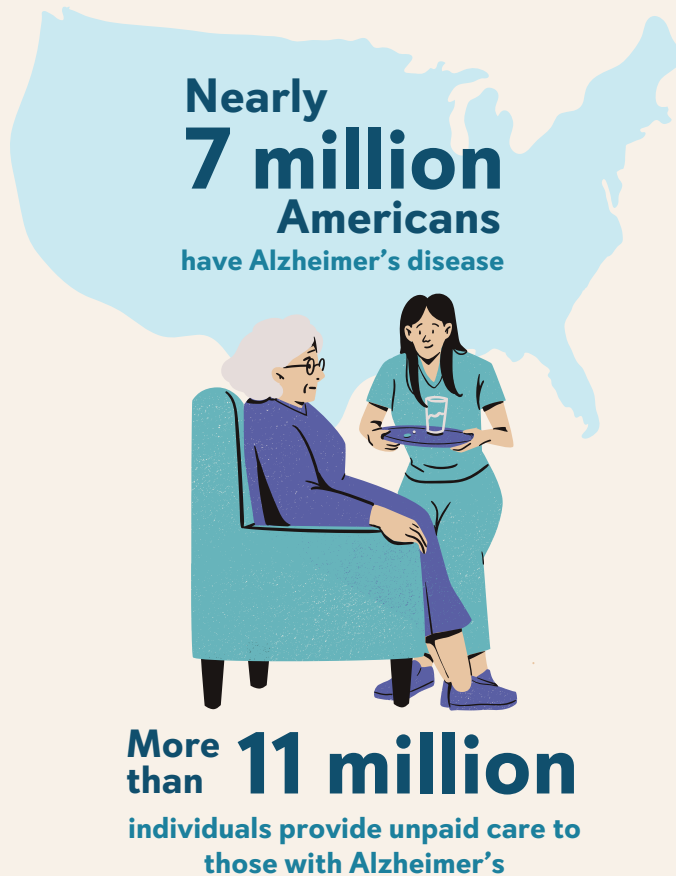
PROVIDER NEWSLETTER

June 2024

SUPPORTING OUR MEMBERS AND THEIR CAREGIVERS THROUGH DEMENTIA AWARENESS

According to the [Alzheimer's Association's](#) 2024 annual report, nearly 7 million Americans are living with Alzheimer's disease, and more than 11 million individuals provide unpaid care to those with Alzheimer's and other forms of dementia.

Navigating dementia care can be a complex and stressful experience for patients, caregivers, and healthcare professionals. To ease this burden, the Alzheimer's Association and the Alzheimer's Impact Movement introduced new approaches to dementia care management, including a model called "Guiding an Improved Dementia Experience" (GUIDE). Beginning July 2024, healthcare providers participating in GUIDE will deliver supportive services to people with dementia, including comprehensive, person-centered assessments and care plans, care coordination, and 24/7 access to a support line. They will also provide access to a care navigator to help patients and caregivers access services and support. More information about GUIDE can be found [here](#).



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More than **11 million** individuals provide unpaid care to those with Alzheimer's

TAKING PREVENTATIVE STEPS FOR OUR MEMBERS' HEALTH



Older adults are more likely to take several medications for multiple conditions and many prescribed medications **can increase the risk** of developing dementia and cognitive decline. These medications may include benzodiazepines and opiates targeting central nervous system (CNS) disorders, including Alzheimer's and other dementias, and other drugs that do not target the CNS such as proton pump inhibitors. Knowing which medications your patients are taking and reviewing how drug-disease interactions impact patient health can make a crucial difference in reducing their risk of developing dementia.

TIPS TO CLOSE DEMENTIA-RELATED CARE GAPS

Research has shown strong connections between **brain health** and heart health. By improving physical health and heart health, we strive to reduce the risk of developing Alzheimer's and heart diseases, such as cardiovascular disease. Gold Kidney Medicare Advantage plans are designed to encourage our members to:



Maintain a healthy diet, participate in lifestyle-appropriate exercise, and schedule regular PCP visits



Request in-home safety assessments and have home and bathroom safety devices installed to create a safer home environment



Discuss social factors that may contribute to declining health, such as the members' support system and isolation concerns



Take advantage of in-home support services for companionship and assistance with light tasks to alleviate the burden on caregivers

Members are encouraged to reach out to their Case Manager. If they don't have one, they should contact Member Services to be connected to one.

If you or your patients would like to learn more about the tools and resources we provide to our members, please call [Gold Kidney Member Services](#) at (844) 294-6535 (TTY 711). We are available October 1 through March 31 from 8:00 a.m. to 8:00 p.m. local time, 7 days a week (except holidays), and April 1 through September 30 from 8:00 a.m. to 8:00 p.m. local time, Monday through Friday (except holidays).



This is a friendly reminder for all providers to complete their MOC training. Please see the link below:

<https://goldkidney.com/moc-training/>



WHAT YOU WILL FIND ON OUR GOLD KIDNEY WEBSITE

- Register for secure provider portal. Here you have access to view member eligibility, claims, and more
- Claims and Payment information
 - Provider Directory and Search
 - Access to documents and forms for pre-authorization, Annual Wellness (AWA), and more
 - Pharmacy information
 - Covered Drugs, Formulary & Forms
 - Access to required yearly Trainings, MOC, FWA, and Code of Conduct

CONTACT US

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

FLORIDA PROVIDERS

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



The first 3 offices to email us with the phrase **"Golding for Summer"** 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.

