



# PROVIDER NEWSLETTER

May 2024

## HELPING OUR MEMBERS CONTROL HIGH BLOOD PRESSURE

Nearly half of adults, over 122 million Americans, are estimated to have high blood pressure, according to the [American Heart Association](#). Controlling high blood pressure is an important step in decreasing the risk of heart disease and stroke, which are the leading causes of death in the United States. Awareness and education are key to preparing members for office visits, and as their trusted medical advisor, your counsel helps members better manage their high blood pressure through medication, a healthy diet, and proper physical activity.



## MANAGING OUR MEMBERS' BLOOD PRESSURE (BP)

We follow the Healthcare Effectiveness Data and Information Set (HEDIS®) measures from the [National Committee for Quality Assurance](#) for Controlling High Blood Pressure (CBP), which assesses:

- Proof of a blood pressure reading for members aged 18-85 who had a diagnosis of hypertension, and
- Proof that the patient's blood pressure is adequately controlled (less than 140/90 mm Hg) during the measurement year

## TIPS TO CLOSE CBP CARE GAPS



Gold Kidney provides our members with chronic condition management tools needed to effectively manage their BP, including blood pressure cuffs and glucose monitors



Encourage patients to monitor their BP by taking regular readings at home and report elevated readings between office visits



Gold Kidney's Personal Emergency Response System (PERS) ensures our members can easily and immediately connect to our care network in urgent situations



Lifestyle coaches and on-demand exercise videos are available to most members to support healthy lifestyle habits long-term



## CLAIMS

Please remember to verify the member's insurance card and ensure you have the correct claims address for the member.

**GOLD KIDNEY HEALTH PLAN** Super Plus (HMO-POS C-SNP)  
EFFECTIVE DATE: 1/1/2023

MEMBER NAME	JOHN SMITH1	INN	00N
MEMBER ID	80010001	SPEC:	\$0-\$10 \$0-\$10
HEALTH PLAN (80840)		URG Care:	\$10 \$10
		ER:	\$90 \$90

PROVIDER NAME: PCP: JOHN SMITH PCP1  
PCP ID: PCP01

MedicareRx  
RKBNI: 015574  
RKPNC: ABP0001  
RKGSP: GLD01

24 HOUR URGENT ADVICE LINE (888) 930-0777

**GOLD KIDNEY HEALTH PLAN** Loyalty Care (HMO-POS MA Only)  
EFFECTIVE DATE: 1/1/2024

MEMBER NAME	JOHN SMITH19	INN	00N
MEMBER ID	80010019	SPEC:	\$0 \$0
HEALTH PLAN (80840)		URG Care:	\$10 \$10
		ER:	\$90 \$90

PROVIDER NAME: PCP: JOHN SMITH PCP19  
PCP ID: PCP19

MultiPlan

24 HOUR URGENT ADVICE LINE (888) 930-0777

**GOLD KIDNEY HEALTH PLAN** Super Plus (HMO-POS C-SNP)  
EFFECTIVE DATE: 1/1/2023

MEMBER NAME	JOHN SMITH29	INN	00N
MEMBER ID	80010029	SPEC:	\$0-\$10 \$0-\$10
HEALTH PLAN (80840)		URG Care:	\$10 \$10
		ER:	\$90 \$90

PROVIDER NAME: PCP: JOHN SMITH PCP29  
PCP ID: PCP29

MedicareRx  
RKBNI: 015574  
RKPNC: ABP0001  
RKGSP: GLD01

24 HOUR URGENT ADVICE LINE (888) 930-0777

**IN AN EMERGENCY CALL 911 OR GO TO THE NEAREST ER**

CUSTOMER/PROVIDER SUPPORT (844) 294-6535 (TTY:711)  
www.goldkidney.com  
PHARMACY HELP DESK & CLAIMS (888) 872-7206 (TTY:711)  
Mediquest Healthcare Systems, Inc.  
P.O. Box 59108  
San Diego, CA 92150-9108

ELECTRONIC CLAIMS SUBMISSION  
Availability Payer ID: A8865  
Gold Kidney Health Plan  
ATTN: CLAIMS  
P.O. Box 14000  
Scottsdale, AZ 85267-4000

AUTHORIZATION/HOSPITALIZATION FAX: (855) 515-2658  
Phone: (844) 294-6535

TRANSPORTATION RESERVATION (855) 481-7708  
OTC/FLEX CARD SERVICES (888) 991-0040

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CUSTOMER/PROVIDER SUPPORT (800) 769-3230 (TTY:711)  
www.goldkidney.com  
PHARMACY HELP DESK & CLAIMS (888) 872-7206 (TTY:711)  
Mediquest Healthcare Systems, Inc.  
P.O. Box 59108  
San Diego, CA 92150-9108

ELECTRONIC CLAIMS SUBMISSION  
Office Ally Payer ID: PROSP  
Prospect Medical  
ATTN: CLAIMS  
P.O. Box 11466  
Santa Ana, CA 92711-1466

AUTHORIZATION/HOSPITALIZATION FAX: (857) 236-8001  
Phone: (855) 515-2658

TRANSPORTATION RESERVATION (855) 481-7708  
OTC/FLEX CARD SERVICES (888) 991-0040

10242  
PROSPECT MEDICAL

## PROVIDER DISPUTES

Providers are encouraged to visit our website to complete the Provider Dispute Form. They can submit the form to Gold Kidney via mail, fax, etc. You can find the form at the following link:

[Provider Dispute Form](#)

## CREDENTIALING

Gold Kidney credentials using CAQH. Please grant us access and ensure the provider's profile has been recently re-attested to avoid any delays during the credentialing process. Also, please note that credentialing can sometimes take 90-120 days to complete.

*A heartfelt thank you to all the nurses for your unwavering dedication and compassionate care. Your tireless efforts make a world of difference every day.*

**Thank you for all that you do.**



## 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](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 **“Healthy Mind Health Heart for Gold!”** Will win a \$60 Dunkins Donuts gift card for their office!

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

