



GOLD KIDNEY HEALTH PLAN



Provider Reference Guide





Welcome to the Gold Kidney network

Gold Kidney Health Plan is a new Medicare Advantage Health Plan offering its members the gold standard in care and services. We offer a full range of services to assist physicians and other providers in their management of chronic kidney disease care.

This reference guide provides a quick look at the most important information you'll need when working with Gold Kidney members.

Eligibility

Gold Kidney currently has contracts with participating providers for patients in:

ARIZONA COUNTIES

Gila, Maricopa, Pima and Pinal.

GOLD KIDNEY HEALTH PLAN Super Plus (HMO-POS C-SNP)
EFFECTIVE DATE: 01/01/2024

MEMBER NAME Jane Smith	INN	OON
MEMBER ID 12345678	PCP: \$0	\$0
HEALTH PLAN (80840)	SPEC: \$0-\$10	\$0-\$10
	UrgCare: \$10	\$10
	ER: \$90	\$90

PROVIDER NAME
PCP: SHEILA JONES
PCP ID: 678910

MedicareRx
RXBIN: 015574
RXPCN: ASPROD1
RXGRP: GLD01

24 HOUR URGENT ADVICE LINE (888) 930-0777

THE NEAREST ER

www.goldkidney.com
PHARMACY HELP DESK & CLAIMS
(888) 672-7206 (TTY 711)

MedImpact Healthcare Systems, Inc.
P.O. Box 509108
San Diego, CA 92150-9108

ELECTRONIC CLAIMS SUBMISSION
AVAILITY PAYER ID # A6865
Gold Kidney Health Plan
ATTN: CLAIMS
P.O. Box 14050
Scottsdale, AZ 85255

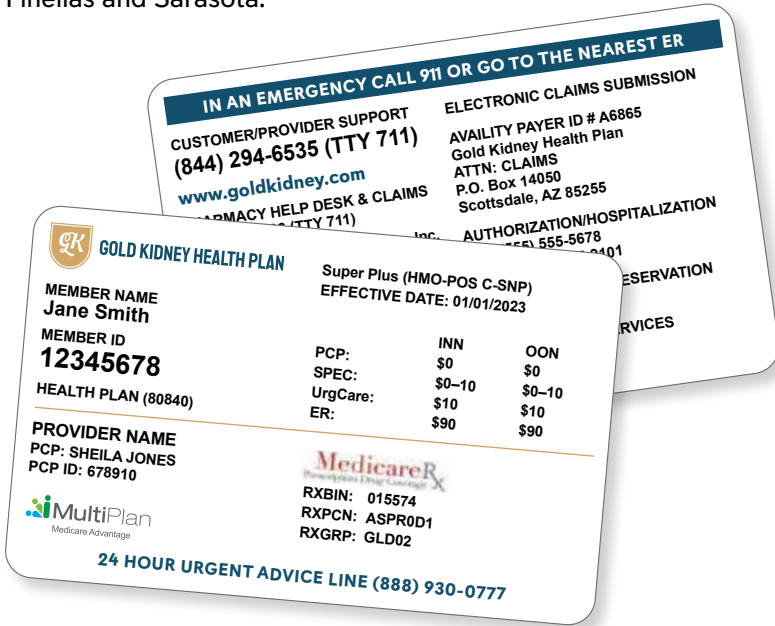
AUTHORIZATION/HOSPITALIZATION
Fax: (555) 555-5678
Phone: (800) 555-9101

TRANSPORTATION RESERVATION
(855) 481-7398

OTC/FLEX CARD SERVICES
(888) 991-0040

FLORIDA COUNTIES

Broward, Clay, Duval, Hernando, Manatee, Palm Beach, Pasco, Pinellas and Sarasota.



Patients can take advantage of what Gold Kidney Network has to offer if they select a primary care physician from the Gold Kidney Network.

Verify member eligibility and benefits by calling toll free:

1 (844) 294-6535 (TTY 711)

Provider Portal

The Gold Kidney Provider Portal gives you access to eligibility, prior authorization, and claims information in real time. You can find a link to the Provider Portal at **www.goldkidney.com**.

Prior Authorizations

Prior authorization is required for certain services based on the patient's benefit plan. No authorization is required to access cardiology, cardiovascular surgery, endocrinology or nephrology services. For more details, please visit www.goldkidney.com/providers > *Authorizations & Referrals*.

The following are numbers you may need to call to request prior authorization:

- ✓ Gold Kidney Prior Authorization
Phone: **1 (844) 294-6535**
Fax: **1 (866) 515-7869**

Rx Prior Authorization numbers:

- ✓ MedImpact
Phone: **1 (800) 788-2949**
Fax: **1 (858) 790-7100**
www.medimpact.com/Prior-Authorization-Forms
- ✓ Optum Transplant Centers of Excellence
Phone: **1 (877) 370-2845**

Gold Kidney Care Managers can assist with coordinating post-surgical meals and transportation:

- ✓ Mom's Meals
Phone: **1 (866) 224-9485**
- ✓ Farmbox
Phone: **1 (888) 416-3589**
- ✓ Alivi Health (transportation)
Arizona phone: **1 (855) 481-7398**
Florida phone: **1 (855) 481-8245**

Submit a claim

Gold Kidney offers electronic claims submission through Availity. Go to **www.availity.com**; use Payer ID: A6865.

Or, fax them at: **1 (480) 716-7555**

You can also submit your claims to us via mail:

Gold Kidney Claims; PO Box 14050; Scottsdale, Arizona 85267

Have Questions? Contact us at **claims@goldkidney.com**

Electronic Fund Transfer (EFT)

Gold Kidney offers EFT through Zelis. This can drastically reduce expense, shorten the reimbursement cycle and streamline workflow.

We work with Zelis to provide payer remittance data electronically.

You may call Zelis at **1 (855) 496-1571** and select option 1 or sign up online by visiting **www.zelis.com**.

Contact information

The following are numbers and websites you can use to contact Gold Kidney or find information on related services.

GOLD KIDNEY WEBSITE

Use our website to find a provider, access prior authorization forms, referral information, important forms, and many other resources online.

Register for an account at **www.goldkidney.com**

GOLD KIDNEY PROVIDER RELATIONS

The provider relations team will be available to answer questions Monday–Friday, 8 a.m.–8 p.m., local time. (April 1–September 30), and Monday–Sunday, 8 a.m.–8 p.m., local time (October 1–March 31). Bilingual agents are available.

ARIZONA PROVIDERS

Phone: **1 (844) 294-6535 ext. 299**

Fax: **1 (866) 580-0122**

Email: **providerrelations@goldkidney.com**

FLORIDA PROVIDERS

Phone: **1 (844) 294-6535 ext. 327**

Fax: **1 (866) 580-0122**

Email: **PRFL@goldkidney.com**

Participating supplemental benefit providers

Alivi Health

Flexible benefits: Pre-loaded debit card provides quarterly allowance for dental, hearing and vision services. It also covers up to \$300 for preventive services, such as mammograms, annual wellness visits, and cancer screenings.

1 (844) 743-4344

www.alivi.com

Transportation

Arizona: **1 (855) 481-7398**

Florida: **1 (855) 481-8245**

www.alivi.com

Over-the-Counter (OTC)

A quarterly allowance to spend on OTC items such as band-aids and aspirin. Balance does not rollover each quarter.

1 (888) 991-0040

www.goldkidney.alivi.com

PapaPals

Companionship assistance to help you with your everyday activities (grocery shopping, light housework and yard work).

1 (833) 200-6561

www.papa.com

Silver&Fit® Program

No-cost gym membership and options to get fit at home. Premium package upgrade cost is member's responsibility.

1 (877) 427-4788

www.silverandfit.com

Mom's Meals

Post-surgical meals prepared and delivered.

1 (866) 224-9485

www.momsmeals.com

Farmbox

Post-hospitalization meals prepared and delivered.

1 (888) 416-3589

www.farmboxmeals.com

Personal Emergency Response System (PERS)

Provides continuous medical alert monitoring wherever you are.

1 (844) 294-6535

**[www.connectamerica.com/
personal-emergency-
response-systems](http://www.connectamerica.com/personal-emergency-response-systems)**

Arizona preferred providers

Laboratory:

Sonora Quest

1 (800) 788-9743

LabCorp

1 (800) 845-6167

Radiology & Imaging Services:

SimonMed Imaging

1 (866) 614-8555

Banner Imaging Services

1 (833) 252-5535

Home Health:

Advanced Homecare
Management

1 (800) 758-7571

Emblem Healthcare

1 (480) 750-1440

Nurses Network

1 (928) 772-8707

Rock Garden Healthcare

1 (602) 795-0739

Aleca Home Health

1 (480) 264-4568

Banner Home Care

1 (480) 657-1000

Canyon Home Care

1 (480) 597-3661

Quality Home Health Care

1 (602) 266-2203

Haven Home Health

1 (480) 948-9900

Bridges Home Health

1 (888) 501-6411

Behavior Health:

MIND 24/7

1 (844) 646-3247

Urgent Care:

Concentra Urgent Care Centers

www.concentra.com/urgent-care-centers

Banner Urgent Care Centers

[https://urgentcare.](https://urgentcare.bannerhealth.com)

bannerhealth.com

NextCare Urgent Care Centers

www.nextcare.com/find-your-location

Express Urgent Care

<http://expressurgentcares.com>

Nurse Hotline:

24-Hour Urgent Advice Line

1 (888) 930-0777

Additional Specialists & Facilities:

Contact our Service Center or use the provider lookup on the website at **www.goldkidney.com/provider-search**.

Florida preferred providers

Laboratory:

LabCorp

1 (800) 845-6167

Radiology & Imaging Services:

SimonMed Imaging

1 (866) 614-8555

Home Health:

Haven Home Health

1 (941) 644-3000

Home Health Care of Fort
Lauderdale

1 (754) 202-4333

Inhabit Home Health

1 (813) 994-2505

Aegis Homecare

1 (786) 558-4067

Elite Home Health of the Palm
Beaches

1 (877) 523-6523

Peace River Home Health
Services

1 (941) 423-5183

Lovin' Care Home Health

1 (239) 242-2250

Faith Home Health

1 (813) 876-5500

Pinnacle

1 (813) 814-6000

Home Health Services of the
Palm Beaches

1 (516) 779-3670

Behavior Health:

MIND 24/7

1 (844) 646-3247

Urgent Care:

Concentra Urgent Care
Centers

1 (866) 944-6046

UHealth

1 (888) 961-4293

Drs Urgent Care of Lutz

1 (800) 878-4445

Nurse Hotline:

24-Hour Urgent Advice Line

1 (888) 930-0777

Additional Specialists & Facilities:

Contact our Service Center or
use the provider lookup on the
website at **www.goldkidney.com/provider-search**.

Durable medical equipment providers

180 Medical Inc

1 (877) 688-2729

Service area: National

Services: Catheter, ostomy, and incontinence supplies

Apria

1 (888) 492-7742

Service area: National

Services: Sleep, respiratory, diabetes, wound care, pharmacy

Adapt Health

www.adapthealth.com

Service area: National

Services: Respiratory & sleep therapy, diabetes supplies, breast pumps/storkpump, incontinence, orthotics & bracing, AdaptRehab, pharmacy, hospital beds, manual wheelchairs, walkers, canes, crutches, bedside commodes, wound care, EB advocates, enteral nutrition and ostomy

**American Diabetes and
US Medical Supply**

1 (877) 840-8218

Service area: National

Services: Glucose monitors, diabetes testing supplies, insulin pumps, insulin supplies, sleep apnea-CPAP

Artisan Prosthetics

www.artisanprosthetics.com

Service area: Arizona

Services: Orthotic and prosthetic care, diabetic shoes, compression garments and mastectomy fittings

**Banner Home Medical
Equipment**

1 (800) 293-6989

Service area: National

Services: CPAP, nebulizers, negative pressure wound therapy, oxygen products, non-invasive and invasive ventilation, high frequency chest wall oscillation therapy

Direct Diabetes Supply

1 (888) 880-8378

Service area: National

Services: Infusion sets, cartridges & reservoirs, insulin pumps, glucose monitors, test strips, lancets, syringes & pentip needles, sensors & transmitters, wipes and dressing

DME Healthcare Partners

1 (480) 930-4500

Service area: Arizona

Services: Wheel chairs, scooters, mobility & wheel chair accessories, rollators, walkers, crutches, canes, hospital beds, pressure reducing mattress and overlays, patient lifts, trapeze bars, commodes, grab bars, shower chairs, transfer benches, sleep therapy equipment

Hanger Prosthetics and Orthotics

1 (877) 442-4637

Service area: National

Services: Orthotic and prosthetic

Lincare

www.linecare.com

Service area: National

Services: Oxygen, sleep, nebulizer, ventilator therapy, remote connected care, power mobility, NPWT devices, enteral feeding devices

MDINR

1 (800) 877-4910

Service area: National

Services: Cardiac supplies — device, patch, cellular monitor; INR — patch, meter

Preferred Homecare

1 (800) 636-2123

Service area: National

Services: Cardiac monitoring, enteral therapy, high-frequency chest wall oscillation (HFCWO), home INR testing, nebulizer, oxygen therapy, pediatrics, sleep therapy, pharmacy, speech generating devices, ventilator therapy and wound care

Credentialing Information

All providers are required to undergo the credentialing process before becoming a participating provider with Gold Kidney. Additionally, providers must complete the re-credentialing process every three (3) years. Any new provider will be regarded as an out-of-network provider until the credentialing process is completed successfully.

Gold Kidney utilizes CAQH for credentialing purposes. Grant Gold Kidney access and ensure that your information has been attested recently to prevent any delays in the process. Credentialing applications can be requested directly from our credentialing team via email at **credentialing@goldkidney.com**.

Cultural Competency

Gold Kidney supports your continued growth in cultural competency. You are required to complete an annual training and may access 2024 training materials on the Provider Portal.

Claim payment disputes

The claims payment dispute process addresses claim denials for issues related to untimely filing, incidental procedures, bundling, unlisted procedure codes, non-covered codes, etc. Claim payment disputes must be submitted to Gold Kidney in writing within 90 calendar days of the date of denial set forth in the Explanation of Payment (EOP).

When submitting a dispute, the provider must provide the following information:

- **Date(s) of service**
- **Member name**
- **Member ID number and/or date of birth**
- **Provider name**
- **Provider Tax ID/TIN or NPI**
- **Total billed charges**
- **The provider's statement explaining the reason for the dispute**
- **Supporting documentation when necessary (e.g., proof of timely filing, medical records)**

Submit all claims payment disputes with supporting documentation to:

Gold Kidney Health Plan
Attention: Claim Payment Disputes
P.O. Box 14050
Scottsdale, AZ 85267

Note: Any appeals related to a claim denial for lack of prior authorization, services exceeding the authorization, insufficient supporting documentation or late notification must be sent to the Appeals (Medical) address in the section below. Anything else related to authorization or medical necessity that is in question should be sent to the Appeals P.O. Box. Include all substantiating information like a summary of the appeal, relevant medical records and member-specific information.

Gold Kidney Health Plan
Attention: Appeals & Grievance
P.O. Box 14050
Scottsdale, AZ 85267

Have Questions? Contact us at claims@goldkidney.com

Model of Care Training (MOC)

The Model of Care (MOC) serves as Gold Kidney's strategy for delivering our integrated care management program to members enrolled in our Chronic Condition Special Needs Plans (C-SNPs). Our MOC is designed to enhance the quality of healthcare by incorporating Gold Kidney's care management policies and operating procedures, and utilizing qualified resources.

Network providers are mandated to complete the MOC training within 90 days of contracting and subsequently on an annual basis. The training requirement includes an attestation of completion, and you may obtain the attestation form at www.goldkidney.com/providers > *Model of Care Training*.

Fraud, Waste, and Abuse (FWA)

To comply with regulatory requirements, providers must be diligent and promptly report suspected fraud, waste, and abuse:

- Be vigilant for suspicious activity and red flags.
- Immediately report any suspected instances of fraud, waste, and abuse that impact Gold Kidney or Gold Kidney members, or any retaliation for making such a report.

Reporting options

Web: www.goldkidney.com/fraud-waste-and-abuse

Email: compliance@goldkidney.com

Phone: 1 (480) 863-1196 (TTY 711)

**We look forward to
working with you to help
our members live their
healthiest lives.**





Questions

For questions, please call toll-free:

1 (844) 294-6535 (TTY 711)

Bilingual agents are available.

HOURS OF OPERATION

October 1–March 31

8 a.m. to 8 p.m. local time, 7 days a week
(except Thanksgiving and Christmas)

April 1–September 30

8 a.m. to 8 p.m., local time, Monday through Friday
(except holidays)

www.goldkidney.com



Gold Kidney Health Plan P.O. Box 14050, Scottsdale, AZ 85267

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