



Thrive Smartphone* FAQs

Enrollment

HOW CAN A NEW GOLD KIDNEY HEALTH PLAN MEMBER ENROLL IN THRIVE MOBILE?

After enrolling a Gold Kidney C-SNP plan and qualification for SSBCI is confirmed, a Thrive representative will contact the member within 10-14 business days to complete the Thrive program enrollment form. Thrive Assistants, Thrive's customer service team, will walk the member through the online enrollment process that will take approximately 10-15 minutes. If the member does not have internet access, there is a paper enrollment option available. If the member chooses the paper option, the Thrive Assistant will walk them through exactly where to send the prepaid envelope.

HOW LONG DOES THE THRIVE MOBILE ENROLLMENT PROCESS TAKE?

The Thrive Mobile enrollment process is simple and efficient. Many members can complete it in 10 minutes or less. Thrive Assistants can walk members through the entire process step by step, or members who feel comfortable may elect to fill in the enrollment form on their own. For members without internet, Thrive can send a paper application (with pre-paid return postage) directly to their home.

WHAT DOES THE THRIVE MOBILE PHONE PLAN CONSIST OF?

The Thrive Mobile plan has unlimited talk, text, and data. The plan has 10GB of high-speed data to enable high-resolution streaming, which is sufficient for most members. If a member uses all of their high-speed data before the end of the month, they are still able to browse websites, listen to music, and conduct telehealth appointments. If members would like, additional data is available for an extra fee. Thrive Mobile is a strategic partner of T-Mobile and rents capacity from the T-Mobile network.



If you need assistance
or have questions
please call Gold Kidney
Member Services

(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 from April 1 through September 30 from 8:00 a.m. to 8:00 p.m. local time, Monday through Friday (except holidays)

Enrollment, continued

WHAT DO MEMBERS RECEIVE WHEN THEY JOIN THRIVE MOBILE?

- 2024 MotoG Play device (including Gorilla Glass screen to prevent scratches)
- Device charger
- Data plan
- Device case
- Access to 1:1 technology and healthcare support (Thrive Assistants)
- One-touch access to select health websites, apps, and phone numbers

WHAT HAPPENS IF A MEMBER LIVES IN A RURAL AREA?

The first step in our enrollment process is to ask for the member's zip code. As an FCC wireless carrier (that utilizes the T-Mobile network), we analyze coverage in that area and let the member know if their zip code meets coverage thresholds.

CAN MEMBERS RECEIVE A NEW PHONE BUT KEEP THEIR EXISTING NUMBER?


Yes, members can transfer their number as soon as they receive their new device. A Thrive Assistant can help them with the process. The number transfer (porting) process takes anywhere from 30 minutes to 24 hours and is completely dependent on the original carrier. Members do not need approval from their current / prior carrier, just their account number. Thrive Mobile will not "buy" members out of their current plan.

CAN MEMBERS USE THEIR OWN DEVICE ON THE THRIVE NETWORK?

Yes, members can bring their own device to the Thrive network. Thrive Assistants are available to help members add important healthcare contacts, websites, and apps to their device as well.

WHAT INFORMATION DO MEMBERS NEED TO ENROLL IN THRIVE MOBILE?

Members will need to supply their full name, address, current phone number, current email (if they have one), and date of birth.



Shipment

WHERE WILL THE DEVICE BE SHIPPED?

We can ship devices directly to the member's home (or address of their choice) via our third party logistics service. We will provide the member with shipping information once the device has left our third party's warehouse.

HOW LONG WILL IT TAKE TO GET THE PHONE?

Members who enroll for the Gold Kidney Thrive Smartphone benefit before December 6, 2024 will receive their device no later than January 5, 2025. While Thrive Mobile will enroll members before the start of the plan year, devices cannot be shipped prior to January 1, 2025 to coincide with the plan start date.

Members who enroll in Gold Kidney after January 1, 2025 will receive their device only after their enrollment in Gold Kidney has been confirmed and they have enrolled in the Gold Kidney Thrive Smartphone Benefit, which can take about 14 days. Device shipment takes 3-4 business days.


Ongoing Support

WHAT HAPPENS IF A MEMBER HAS A QUESTION ABOUT THEIR DEVICE?

Our customer support, or Thrive Assistants, are available 9 a.m. to 7 p.m. EST, Monday through Friday and are based in the US. We are excited to hear from members and provide personalized 1:1 help with any technical questions they have. We also have an 'easy' button for Thrive Assistants to remote-in to a member's device and complete a task for them if given permission.

DOES THRIVE MOBILE TRACK MEMBER DATA?

Thrive does not store or track individual member data. As a licensed FCC wireless provider, Thrive will monitor aggregated (non-personalized) activity on our network for operational purposes. Thrive will share aggregate data on usage patterns with Gold Kidney Health Plan for only Gold Kidney Health Plan applications and phone numbers. No individual usage data will be tracked or shared. Thrive does not track the location of the device.



Ongoing Support, continued

WHAT ARE HEALTH CHECK-INS?

Health Check-ins let members connect in a new and exciting way with their Gold Kidney care management team. Health Check-Ins present them with personalized content approved by Gold Kidney Health Plan. Health Check-Ins appear on the phone once a week and take about 30 to 60 seconds to complete. Members can 'snooze' these check-ins and complete them at a convenient time for them.

CAN MEMBERS USE THIS PHONE FOR ANYTHING OR IS IT A HEALTHCARE PHONE?

Members can (and should!) utilize this phone however they wish. They can download apps, photos, and contacts as they please. Thrive Mobile does not monitor individuals' usage of the device and does not have access to the phone once the member is enrolled.

WHAT LANGUAGES DO YOU OFFER FOR THRIVE ASSISTANT SUPPORT?

We offer the entire Thrive Mobile experience in English and Spanish. We can also provide support using Language Line, that has 140+ different languages, when members need assistance from a Thrive Assistant.

ARE THE DEVICES COMPATIBLE FOR MEMBERS WITH POOR VISION?

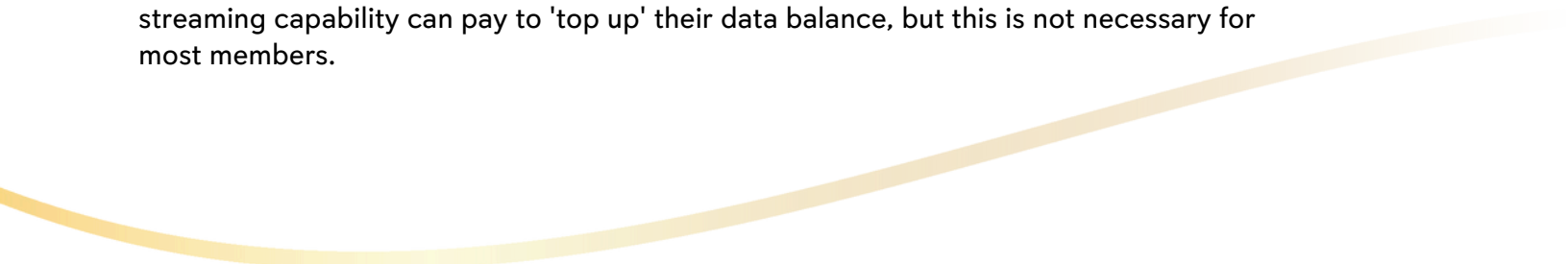
Yes. A Thrive Assistant can help the member change the text and display settings to increase the font size to make smaller text easier to read. If they need more help, the Thrive Assistant can remote in and do it for them. Thrive Assistants can also walk them through setup and use of an Android feature called TalkBack, which allows the device to read aloud what is on the screen.

ARE THE DEVICES COMPATIBLE FOR MEMBERS WITH LIMITED TO NO HEARING?

Yes. Members can pair their hearing aids with the device. Not all hearing aids are compatible, but generally Bluetooth-compatible hearing aids will work. The member (or their caregiver) can speak to a Thrive Assistant, who can walk through the hearing aid pairing process.

IS THE MEMBER REQUIRED TO PAY ANYTHING FOR THRIVE SERVICES?

The Thrive Mobile service is free to Gold Kidney Health Plan members on C-SNP plans who also qualify for SSBCI. Members who would like additional high-speed data for an enhanced streaming capability can pay to 'top up' their data balance, but this is not necessary for most members.



Disenrollment

WHAT HAPPENS IF A MEMBER LEAVES GOLD KIDNEY HEALTH PLAN BUT WANTS TO STAY ON THRIVE MOBILE?

Our goal is to provide continuous, no-cost service to all Thrive members. If a member leaves Gold Kidney, they will have 30 days of continued service as a courtesy. At the beginning of these 30 days, Thrive will offer the member the opportunity to enroll in Lifeline (if they are not enrolled already). Lifeline is a national subsidy for wireless plans for Medicaid-eligible members. Should the member enroll in Lifeline, their service will continue uninterrupted. If a member does not want to enroll in Lifeline, their device will be locked and service suspended after 30 days. Members do not need to return devices.

*The benefits mentioned are part of a special supplemental benefit program for members with one or more complex chronic conditions. To qualify, members must have at least one of the following chronic conditions: cardiovascular disorder; chronic heart failure; diabetes mellitus; end-stage renal disease (ESRD); chronic kidney disease (CKD). Please note that an enrollee with one or more of the chronic conditions listed above may not necessarily receive the benefit. To qualify, the member must have at least one qualifying chronic condition (see above) and participate in case management. Not all members will qualify.

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.