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## Medicare Advantage Frequently Asked Questions (FAQ)

### Who is Client Name/Plan Name? How does the client's network differ from competitors?

Gold Kidney of Florida (Gold Kidney) is a Medicare Advantage HMO health plan founded by Nephrologists that addresses the unmet needs of patients which chronic disease by offering affordable care and coverage. We offer plans that provide specialized programs and extra benefits for beneficiaries managing chronic conditions, such as plans that serve members living with diabetes, cardiovascular disorders, and/or chronic heart failure (CHF). We also offer plans to assist with the management of ESRD and transplant services.

- All Chronic SNP plans can enroll members year round
- C-SNP members are assigned a personal case manager to assist with care coordination
- No copay/coinsurance for access to Cardiologist, Cardiovascular Surgeon, Endocrinologist or Nephrologists

### What Medicare Services does the client offer?

Gold Kidney offers plans that include all the traditional Medicare Advantage benefits with low-cost sharing, **plus** a wealth of supplemental benefits:

- Flexible (combined dental, hearing, and vision) Allowance
- \$0 cost share dialysis plans
- Companionship, light housekeeping, yard work and tech assistance
- OTC Allowance
- Fitness-Access to gym or home workouts
- Preventive Care Rewards earns funds for completing preventive service measures
- Non-Emergency Transportation or Fuel Allowance
- Healthy Food Allowance for the chronically ill
- Insulin and Select Specialty Drug Coverage in the Gap

### Is this a HMO or PPO plan?

Gold Kidney offers 6 **HMO** Products in 9 counties in Florida: Clay, Duval, (North Florida) Manatee, Hernando, Pasco, Pinellas, and Sarasota, (Central Florida), and Palm Beach and Broward (South Florida). **You will be reimbursed for HMO services based on the terms of your MultiPlan PPO contract, and MultiPlan will be listed on the EOB/EOP.**

(2) Chronic Special Needs Plans for patients with Cardiovascular Disorder, CHF, and Diabetes

(2) Chronic Special Needs Plans for patients with End Stage Renal Disease, any form of Dialysis

(1) with Drug Coverage

(1) with No Drug Coverage

### Are referrals required?

No written referral is required for cardiology, cardiovascular surgeons, endocrinology or nephrology providers. Select outpatient and supplemental benefits require referral. Refer to [www.goldkidney.com/providers](http://www.goldkidney.com/providers) for the Summary of Benefits and EOC outlining specific referral requirements.

### Does your plan require patients to have a PCP?

**All Members must select a PCP under the Gold Kidney Plan products.** Gold Kidney may also identify a member's nephrologist on their ID Card. A member can change their PCP anytime by simply calling 1-844-294-6535. PCP Changes are generally effective at the start of each month after the change is made.

**What services require pre-authorization? Is there a tool available to help determine what services require authorization?**

Prior Authorization is required for all inpatient services, outpatient surgeries, PET Scans, Part B Drugs, DME with costs >\$500, Chemotherapy, Radiation Therapy and Transplants including pre-transplant evaluations. No prior authorization is required for office visits, specialty consultations, and most procedures performed in the office. Please access the Prior Authorization list at <https://www.goldkidney.com>

**Rx Prior Authorization:  
MedImpact**

For assistance, call 1-858-790-7100 or  
fax 1-800-527-0531.

Forms may be found by clicking the following link:  
<https://www.medimpact.com/clients/Prior-Authorization-Forms>

**Transplant Assistance:  
Optum Transplant Centers of Excellence**  
For assistance, call 1-877-370-2845

**Where do I send my claims to for payment?**

Electronic claims submission offered through **Availity (Payer ID: A6865)** [www.availity.com](http://www.availity.com) or fax 1-480-716-7555. Mail paper claims to: Gold Kidney Claims, PO BOX 14050, Scottsdale, AZ 85267

**How soon will I be paid?**

All Claims are paid within 30 days of Plan receipt. Gold Kidney offers EFT through Zelis Payment. Call 1-855-496-1571 (select option 1) to register. EoPS and payments require registration at [www.zelis.com](http://www.zelis.com).

**How Do I Verify Eligibility?**

Verify members eligibility and benefits by calling Member Services Toll Free at 1-844-294-6535 (TTY 711). Information on Interpreter Services and Case Management Referrals can also be obtained from Member Services

**Will members receive a new benefit card, or should we continue to accept their current Medicare card?**

All Gold Kidney Members will receive a new Member ID Card with the MultiPlan logo. A sample is provided:



**Access Provider Relations for Assistance  
at:**

Gold Kidney Provider Relations  
Email: [providerrelations@goldkidney.com](mailto:providerrelations@goldkidney.com)  
Phone: 1-480-903-8502 ext. 299  
Fax: 1-866-580-0122



**Available Services include:**  
Provider Office Orientation Services  
Review of Benefits  
Assistance with Network Provider