

At Gold Kidney Health Plan, our **top priority** is to provide our members with **exceptional service and extensive options for receiving care**. To support this commitment, we have partnered with the **MultiPlan Medicare Advantage Network**, offering our members accessibility to an extensive group of healthcare providers and facilities across Florida.

We want to ensure providers and administrative staff are aware of our participation in the MultiPlan network and address potential questions about our Medicare Advantage services.

What Makes Us Different?

We're experts in chronic care. Gold Kidney of Florida is an HMO-POS and HMO-POS C-SNP health plan. We offer standard and C-SNP Medicare Advantage plans uniquely designed for individuals living with end-stage renal disease or chronic conditions that could lead to ESRD.

Over 100 nephrologists started Gold Kidney Health Plan to meet the unique needs of those with chronic conditions including diabetes, chronic heart failure, cardiovascular disorders, and those with end-stage renal disease undergoing dialysis. Our mission is to tackle the challenges they face:

- Limited access to specialized care
- High costs of care and medications
- Complex treatment plans
- Hassle of referrals and pre-authorizations

Gold Kidney Providers

We offer a full range of services to assist physicians and other providers in delivering the gold standard of care. This includes:

- Access to provider resources and provider portal
- Simplified electronic claims submission process through Availity
- EFT through Zelis to lower expenses and streamline workflow
- No referrals and few pre-authorizations required
- Boosted bonuses for improved patient care outcomes
- \$100 payment for Annual Wellness Visits

Important information for providing care to Gold Kidney of Florida plan members

- To identify Gold Kidney members and bill for services, see plan information and claim submissions on the Gold Kidney member ID card.
- To verify member eligibility and benefits, please call Member Services at **(844) 294-6535 (TTY 711)**.
- For questions about patient benefits, eligibility, and pre-certification, contact us by phone at **(888) 875-0080 (TTY: 711)** or by email at **providercontracting@goldkidney.com**.
- Your reimbursement for services provided to Gold Kidney of Florida HMO plan members will be based on the terms of your MultiPlan PPO contractual agreement as amended for participation with Medicare Advantage. The MultiPlan Medicare Advantage network will be listed on the EOB/EOP.
- For questions about your MultiPlan contract, please contact MultiPlan at **(866) 971-7427**.

For more information, please visit our website at GoldKidney.com or contact our Provider Relations team.

We're here to support you and your team.



Provider Services

Phone: 1 (844) 294-6535

Fax: 1 (866) 580-0122

Email: PRFL@goldkidney.com

Hours of Operation

October 1 - March 31

Sunday - Saturday, 8 am - 8 pm,
local time (except holidays)

April 1 - September 31

Monday - Friday, 8 am - 8 pm,
local time (except holidays)