



**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.

## FOR PROVIDER USE ONLY

### Eligibility

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

### ARIZONA COUNTIES

Cochise, Coconino, Gila, Graham, Maricopa, Navajo, Pima, and Pinal



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### FLORIDA COUNTIES

Baker, Broward, Clay, DeSoto, Duval, Hardee, Hendry, Hernando, Hillsborough, Indian River, Manatee, Martin, Miami-Dade, Okeechobee, Osceola, Palm Beach, Pasco, Pinellas, Sarasota, Seminole, St. Lucie, and Sumter



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: **(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](http://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 see our [Prior Authorization Process](#) document, found at [www.goldkidney.com/providers](http://www.goldkidney.com/providers).

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

## Prescription Medications

- ✓ MedImpact  
Phone: 1 (800) 788-2949  
Fax: 1 (858) 790-7100  
[www.medimpact.com/Prior-Authorization-Forms](http://www.medimpact.com/Prior-Authorization-Forms)

## Transplants

- ✓ Optum Transplant Centers of Excellence  
Phone: 1 (877) 370-2845

In advance of surgical procedures, Gold Kidney Care Managers can assist with coordinating meals and transportation:

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

## Referrals

To provide our members with the greatest access to care, Gold Kidney members do not require referrals to see in-network or out-of-network specialists. However, you may choose to write a referral for a member so that a specialist will know why your patient is being recommended to them for care.

## Authorizations & Appeals

Gold Kidney uses nationally recognized criteria in making determinations for medical necessity. The criteria used to make medically necessary determinations are available to you upon request.

Please contact member services to request the criteria. Please include an authorization number or appeal number, if applicable, along with the members' identification number. Please also provide documentation on how you would like to receive these criteria. This information is available by email only.



Gold Kidney Member Services

Phone: **1 (844) 294-6535**

Email: **[gkmemberservices@goldkidney.com](mailto:gkmemberservices@goldkidney.com)**

## Submit a claim

Gold Kidney offers electronic claims submission through Availity.  
Go to [www.availity.com](http://www.availity.com); use Payer ID: A6865.

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

You can also submit your claims to us via mail:

Gold Kidney Health Plan  
Attention: Claims Department  
P.O. Box 285  
Portsmouth, NH 03802

## 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](http://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.

Set up your profile in the provider portal by visiting [www.goldkidney.com](http://www.goldkidney.com), hover over the Providers tab drop down, and click on the Provider Portal link.

### GOLD KIDNEY PROVIDER SERVICES

The provider services team is available to answer questions from Monday through Friday from 8 a.m. to 8 p.m., local time, April 1 through September 30 (except holidays) and 7 days a week from 8 a.m. to 8 p.m., local time, October 1 through March 31, (except holidays). Bilingual agents are available.

### ARIZONA PROVIDERS

Phone: 1 (844) 294-6535

Fax: 1 (866) 580-0122

Email: [providerrelations@goldkidney.com](mailto:providerrelations@goldkidney.com)

### FLORIDA PROVIDERS

Phone: 1 (844) 294-6535

Fax: 1 (866) 580-0122

Email: [PRFL@goldkidney.com](mailto:PRFL@goldkidney.com)

## Participating supplemental benefit providers

### Alivi Health

- Quarterly dental, vision, and hearing allowance through prepaid benefit card
- Monthly Gold Perks and Gold Perks Plus allowance for purchase of plan-defined products and services
- Monthly healthy food and fuel allowances\* for SSBCI-eligible members
- Quarterly alternative therapies allowance for Gold Circle members
- Rewards & Incentives program for preventive health activities

1 (844) 743-4344

[www.goldkidney.alivi.com](http://www.goldkidney.alivi.com)

### Alivi Health (Transportation)

Arizona: 1 (855) 481-7398

Florida: 1 (855) 481-8245

[www.goldkidney.alivi.com](http://www.goldkidney.alivi.com)

### Papa

Companionship and assistance with daily activities (grocery shopping, housework, and light yard work).

1 (833) 200-6561

[www.papa.com](http://www.papa.com)

### Thrive Mobile\*

4G smartphone program

(888) 445-1069

[www.thrivemobile.com](http://www.thrivemobile.com)

### Optum

24/7 nurse advice line

(888) 930-0777

[www.optum.com](http://www.optum.com)

### Silver&Fit® Program

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

1 (877) 427-4788

[www.silverandfit.com](http://www.silverandfit.com)

### Mom's Meals

Prepared meals delivered post-surgery and after an in-patient stay.

1 (866) 224-9485

[www.momsmeals.com](http://www.momsmeals.com)

### Personal Emergency Response System (PERS)

Provides continuous medical alert monitoring.

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) 766-6721  
LabCorp  
1 (888) 522-2677

### 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) 444-7800, opt 1  
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](http://www.concentra.com/urgent-care-centers)

Banner Urgent Care Centers  
<https://urgentcare.bannerhealth.com>

NextCare Urgent Care Centers  
[www.nextcare.com/find-your-location](http://www.nextcare.com/find-your-location)

### 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](http://www.goldkidney.com/provider-search)

## Florida preferred providers

### Laboratory:

LabCorp  
1 (888) 522-2677

### 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

Enhabit 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 (305) 243-4000

Doctors 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](http://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, pharmacy

### Adapt Health

[www.adapthealth.com](http://www.adapthealth.com)

**Service area:** National

**Services:** Respiratory and sleep therapy, diabetes supplies, breast pumps/storkpump, incontinence, orthotics and 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](http://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



## FOR PROVIDER USE ONLY

### Direct Diabetes Supply

1 (888) 880-8378

**Service area:** National

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

### DME Healthcare Partners

1 (480) 930-4500

**Service area:** Arizona

**Services:** Wheel chairs, scooters, mobility and 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](http://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. Please grant Gold Kidney access and ensure that your information has been attested recently to prevent any delays in the process.

## Cultural Competency

Gold Kidney supports your continued growth in cultural competency. You are required to complete an annual training and may access 2025 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 provider dispute, the provider must download and fill out a Provider Dispute Resolution Request Form, available at <https://goldkidney.com/claims-payments>.

Submit all claims payment disputes with supporting documentation to:

**Gold Kidney Health Plan**  
**Attn: Provider Dispute Resolution Department**  
**P.O. Box 285**  
**Portsmouth, NH 03802**

**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 address listed below. Include all substantiating information like a summary of the appeal, relevant medical records, and member-specific information.

**Gold Kidney Health Plan**  
**Attn: Appeals & Grievance**  
**P.O. Box 285**  
**Portsmouth, NH 03802**

## 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](http://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](http://www.goldkidney.com/fraud-waste-and-abuse)

Email: [compliance@goldkidney.com](mailto:compliance@goldkidney.com)

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

We look forward to working with you to provide our members with the **gold standard** of care.





## Questions

For questions, please call:

**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 holidays)

### **APRIL 1 – SEPTEMBER 30**

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

**[www.goldkidney.com](http://www.goldkidney.com)**

Gold Kidney Health Plan, P.O. Box 285, Portsmouth, NH 03802



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.

Gold Kidney Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

\*The benefit is a special supplemental benefit only available to chronically ill enrollees with one or more of the following chronic conditions: diabetes, chronic heart failure and/or cardiovascular disorders, and ESRD, and who also meet all applicable plan coverage criteria. Contact us for details.