



Gold Kidney - MultiPlan Frequently Asked Questions

Q Who is Gold Kidney Health Plan?

Gold Kidney Health Plan is a Medicare Advantage HMO point-of-service (POS) health plan offering:

- Chronic special needs plans (HMO-POS C-SNP) for individuals with certain chronic conditions
- HMO-POS plans for Medicare-eligible individuals regardless of whether or not a chronic condition is present

Gold Kidney was founded by nephrologists to address the unmet needs of patients with chronic conditions by offering affordable care and coverage. Gold Kidney plans include specialized programs and extra benefits for beneficiaries managing chronic conditions, such as diabetes, cardiovascular disorders, and/or chronic heart failure (CHF). Gold Kidney also offers plans to assist individuals on dialysis with the management of end stage renal disease (ESRD).

Q What makes C-SNP plans unique?

C-SNP plans can enroll members year-round enabling eligible patients to transition, at any time, to a plan that is well-suited to their healthcare needs.

C-SNP members are assigned a personal case manager to assist with care coordination and help them navigate the healthcare system to obtain the care they need.

Q What benefits does Gold Kidney offer?

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

- \$0 copays for cardiologists, nephrologists, endocrinologists, PCPs, vascular surgeons, and cardiovascular surgeons
- \$0 copays for dialysis treatments (dialysis plans)
- Prescription coverage: \$0 Rx deductible on many plans and \$0 copays or low copays for insulin and most generic drugs
- Non-emergency transportation services to care appointments and/or fuel and rideshare allowances for the chronically ill
- A flexible allowance for dental, hearing, and vision



Access Gold Kidney Provider Services for assistance:

Contact Information

Email: PRFL@goldkidney.com

Phone: 1 (844) 294-6535

Fax: 1 (866) 580-0122

Available Services include

Provider Office Orientation
Services
Review of Benefits Assistance
with Network Provider

Hours of Operation

Oct 1 - March 31:

8 a.m. - 8 p.m., local time,
7 days a week (except holidays)

April 1 - Sept 30:

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

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.

Q What benefits does Gold Kidney offer? (cont.)

- An allowance for over-the-counter (OTC) medicines and supplies, massages, fitness fees, and other products and services
- The Rewards & Incentives Program offers credits redeemable for OTC, healthy food, produce, prepared meals, or non-food grocery items
- Allocation of services that may be used for companionship, light housekeeping, yard work, and/or tech assistance
- A 4G smartphone with an unlimited plan for SSBCI members

Q Is this an HMO or PPO plan?

Gold Kidney offers 8 HMO-POS products across 22 counties in Florida: 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.

Chronic special Needs Plans are available for:

- Patients with a Cardiovascular Disorder, CHF, and/or Diabetes (3 plans)
- Patients with End Stage Renal Disease, including Dialysis (3 plans)

Additionally, plans are available for Medicare-eligible individuals (without a requirement for a chronic condition):

- Including Drug Coverage (1 plan)
- Not including Drug Coverage (1 plan)

Q How does Gold Kidney's provider network differ from competitors'?

Gold Kidney's provider network includes physicians, non-physician practitioners, hospitals, and a variety of ancillary providers. Providers may be contracted with MultiPlan (Medicare Advantage) and/or contracted directly with Gold Kidney. If you have a Participation Agreement directly with Gold Kidney, you participate in the Gold Kidney network through the direct agreement. If you do not have a Gold Kidney Participation Agreement, you participate in the Gold Kidney network through your MultiPlan Medicare Advantage agreement.

Q What reimbursement will I receive?

If you participate with Gold Kidney through your MultiPlan agreement, you will be reimbursed for covered HMO services based on the terms of your MultiPlan PPO agreement. MultiPlan will be listed on the EOB/EOP.

If you participate with Gold Kidney through an agreement that is with Gold Kidney directly, you will be reimbursed for covered HMO services based on the terms of your Gold Kidney Participation Agreement. Gold Kidney will be listed on the EOB/EOP.

Q Are referrals required for members to receive care?

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.

Q Does your plan require patients to have a PCP?

All Members must select a PCP under the Gold Kidney Plan products. Members can change their PCP anytime by calling Member Services at **1 (844) 294-6535 (TTY: 711)**. PCP changes are generally effective at the start of each month after the change is made.

Q How do I verify a patient's eligibility or benefits?

To verify member eligibility or benefits, please call Member Services at **1 (844) 294-6535 (TTY: 711)** or visit our Provider Portal available here: [Gold Kidney Provider Portal](#).

Q Which services require pre-authorization?

No authorization is required to access cardiology, cardiovascular surgery, endocrinology, or nephrology services. Prior authorization is required for certain services based on the patient's benefit plan. For more details, please see our [Prior Authorization Process](#) document, found at www.goldkidney.com/providers.

Q Which services require pre-authorization? (cont.)

Gold Kidney Prior Authorization

Phone: 1 (844) 294-6535

Fax: 1 (866) 515-7869

www.goldkidney.com/provider-resources-forms/

Rx Prior Authorization: MedImpact

Phone: 1 (800) 788-2949

Fax: 1 (858) 790-7100

www.medimpact.com/Prior-Authorization-Forms

Transplant Assistance: Optum Transplant Centers of Excellence

Phone: 1 (877) 370-2845

Where should claims be submitted for payment?

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

Or, fax claims to **1 (480) 716-7555**.

You can also submit claims to Gold Kidney via mail:

Mailing Address

Gold Kidney Health Plan

Attention: Claims Department

P.O. Box 285

Portsmouth, NH 03802

Q How soon will payment be received?

Gold Kidney pays 95% of claims within 30 days of Plan receipt. Payment is made via EFT/ACH through Zelis™ Payments. Electronic transactions, EOPS and payments require registration at www.zelis.com. Call **1 (855) 496-1571** (select option 1) to register.

Q How do I verify member eligibility?

You may verify members' eligibility and benefits by calling Member Services at **1 (844) 294-6535 (TTY 711)**. Information on Interpreter Services and Case Management Referrals can also be obtained from Member Services.

Q 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.

Sample Member ID Card

