



GOLD KIDNEY HEALTH PLAN



2026

Gold Kidney 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.



Eligibility

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

Arizona Counties

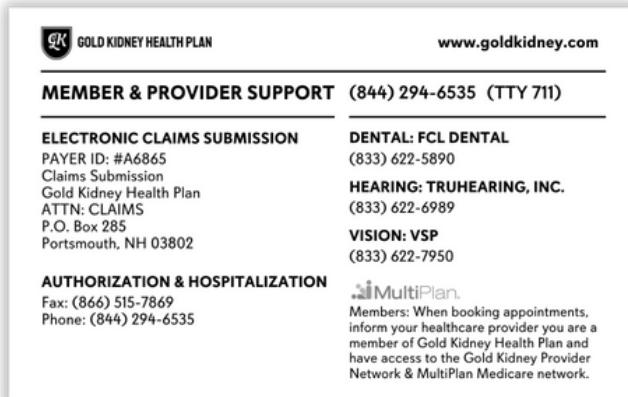
Cochise, Coconino, Gila, Graham, Maricopa, Navajo, Pima, and Pinal

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

GOLD KIDNEY HEALTH PLAN		2026	GOLD KIDNEY HEALTH PLAN		2026
MEMBER ID	83046182	Gold Heart & Diabetes HMO-POS C-SNP HI526-001	MEMBER ID	83046182	Gold Dialysis & Kidney HMO-POS C-SNP H4869-003
MEMBER NAME	JAMES SMITH		Effective Date	01/01/2026	
INN	OON	PHARMACY HELP DESK & CLAIMS (888) 672-7206 (TTY 711)	INN	OON	PHARMACY HELP DESK & CLAIMS (888) 672-7206 (TTY 711)
PCP:	\$0	MedImpact Healthcare Systems, Inc. P.O. Box 509108 San Diego, CA 92150-9108	PCP:	20%	MedImpact Healthcare Systems, Inc. P.O. Box 509108 San Diego, CA 92150-9108
SPEC:	\$0-\$20		SPEC:	20%	
UrgCare:	\$10		UrgCare:	\$10	
ER:	\$120		ER:	\$120	
IN AN EMERGENCY CALL 911 OR GO TO THE NEAREST ER		HEALTH PLAN (80840) Rx Bin: 015574 Rx PCN: ASPROD1 Rx Grp: GLD02	IN AN EMERGENCY CALL 911 OR GO TO THE NEAREST ER		HEALTH PLAN (80840) Rx Bin: 015574 Rx PCN: ASPROD1 Rx Grp: GLD01

ID Card, front (FL, English)



ID Card, front (AZ, English)



ID Card, back (FL, English)

ID Card, back (FL, Spanish)

Back of Card

Florida and Arizona back-of-card is identical, except for MultiPlan language which is not shown on Arizona member cards.

“ Members: When booking appointments, inform your healthcare provider you are a member of Gold Kidney Health Plan and have access to the Gold Kidney Provider Network & MultiPlan Medicare network. ”

Patients can take advantage of what Gold Kidney has to offer if they select a primary care physician from the Gold Kidney Network. To verify member eligibility and benefits, please call **(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.

Prior Authorizations

Prior authorization is required for certain services based on the patient's benefit plan. For more details, please see our [Prior Authorization Process, Procedures, and Services](#) resource, found at www.goldkidney.com/providers.

The following are numbers you may need to call to request prior authorization:

For Medical Services, Procedures, and Items



Electronic Submission to Gold Kidney Health Plan

Fax Request to: **1(866) 515-7869**

Call Gold Kidney Member Services at **1(844) 294-6535 (TTY 711)**

Authorization request form: www.goldkidney.com/provider-resources-forms/

For Part D Medications



Electronic Submission via MedImpact

Fax Request to: **1(858) 790-7100**

Call the MedImpact Authorization Line at **1(800) 788-2949** or call MedImpact Customer Service at **1(888) 672-7206 (TTY 711)**

Authorization request forms:

- ✓ www.goldkidney.com/pharmacy-search-forms/
- ✓ www.medimpact.com/Prior-Authorization-Forms

For 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:

For Post-Inpatient Meals



Mom's Meals

Phone: 1(866) 224-9485

For Transportation



Transportation Services

Phone: 1(833) 622-3105



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

Submit a claim

Gold Kidney offers electronic claims submission through Availity. Go to www.availity.com; use Payer ID: A6865. Or, fax them to: **1 (480) 716-7555**. You can also submit 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.

Contact Information

The following are numbers and websites you can use to contact Gold Kidney or find information on related services.

Gold Kidney Website & Provider Portal

Use our website to find a provider, access prior authorization forms, referral information, important forms, and other resources online. Set up your profile in the provider portal by visiting www.goldkidney.com, hover over the Providers tab drop down, and click the **Provider Portal**.

Gold Kidney Provider Services

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

- ✓ Phone: **1 (844) 294-6535**
Fax: **1 (866) 580-0122**
Email: providerrelations@goldkidney.com



Participating Supplemental Benefit Providers

Benefit	Benefit Provider Information
Dental	FCL Dental www.fcl dental.com (833) 622-5890
Care Coordination <i>(available in select areas)</i>	Duo Health www.duohealth.com Arizona: (480) 866-8585 Jacksonville: (904) 869-2900 Tampa Bay: (813) 448-6240 South Florida: (645) 215-7222
Enhanced Disease Management	Isaac Health www.myisaachealth.com (888) 818-2059
Fitness	Silver&Fit www.silverandfit.com (877) 427-4788
Hearing	TruHearing www.truhearing.com (833) 622-6989
In-home Safety Assessment	Helper Bees (844) 294-6535 <i>Referred through Care Management</i>
Meals	Mom's Meals (844) 294-6535 <i>Referred through Care Management</i>
Medication Reconciliation	MedImpact (844) 294-6535 <i>Referred through Care Management</i>
Nurse Hotline	Optum www.optum.com (888) 930-0777
Personal Emergency Response System (PERS)	Connect America (844) 294-6535 <i>Referred through Care Management</i>
Transportation (routine)	Ride scheduling or help with rides (833) 622-3105 Arizona: (855) 481-7398 Florida: (855) 481-8245
Vision	VSP Vision www.vsp.com (833) 622-7950

Special Supplemental Benefits for the Chronically Ill*

Smartphone	Thrive Mobile www.thrivemobile.com (888) 421-5439
Healthy Food Allowance	&more (Gold Card) www.andmorehealth.com (855) 263-6673 App: andmore
Over-the-Counter & Utilities Allowance	&more (Gold Card) www.andmorehealth.com (855) 263-6673 App: andmore
Rideshare Allowance <i>(available on select plans)</i>	&more (Gold Card) www.andmorehealth.com (855) 263-6673 App: andmore
Members on Dialysis	
In-Home Support Services	Papa Pals www.papa.com (833) 200-6561 App: Papa Care
Transplant Coordination	Optum (844) 294-6535 <i>Referred through Care Management</i>



Arizona Preferred Providers

Laboratory

LabCorp: **(888) 522-2677**

Sonora Quest: **(800) 766-6721**

Radiology & Imaging Services

Banner Imaging Services: **(833) 252-5535**

SimonMed Imaging: **(866) 614-8555**

Nurse Hotline

24-Hour Urgent Advice Line: **(888) 930-0777**

Home Health

Advanced Homecare Management: **(800) 758-7571**

Aleca Home Health: **(480) 264-4568**

Banner Home Care: **(480) 657-1000**

Bridges Home Health: **(888) 501-6411**

Canyon Home Care: **(480) 597-3661**

Emblem Healthcare: **(480) 444-7800, opt 1**

Haven Home Health: **(480) 948-9900**

Nurses Network: **(928) 772-8707**

Quality Home Health Care: **(602) 266-2203**

Rock Garden Healthcare: **(602) 795-0739**

Behavior Health

MIND 24/7: **(844) 646-3247**

Urgent Care

Banner Urgent Care Centers:

<https://urgentcare.bannerhealth.com>

NextCare Urgent Care Centers:

www.nextcare.com/find-your-location

Florida Preferred Providers

Laboratory

LabCorp: **1 (888) 522-2677**

Radiology & Imaging Services

SimonMed Imaging: **(866) 614-8555**

Nurse Hotline

24-Hour Urgent Advice Line: **(888) 930-0777**

Home Health

Aegis Homecare: **(786) 558-4067**

Elite Home Health of the Palm Beaches: **(877) 523-6523**

Enhabit Home Health: **(813) 994-2505**

Faith Home Health: **(813) 876-5500**

Haven Home Health: **(941) 644-3000**

Home Health Care of Fort Lauderdale: **(754) 202-4333**

Home Health Services of the Palm Beaches: **(516) 779-3670**

Lovin' Care Home Health: **(239) 242-2250**

Peace River Home Health Services: **(941) 423-5183**

Pinnacle: **(813) 814-6000**

Behavior Health

MIND 24/7: **(844) 646-3247**

Urgent Care

Doctors Urgent Care of Lutz:

(800) 878-4445

UHealth: **(305) 243-4000**

Additional Specialists & Facilities:

Contact our Service Center or use the provider lookup on the website at:

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

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

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

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

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 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 www.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 > 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

Email: compliance@goldkidney.com

Phone: 1 (844) 974-5081 (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

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

Gold Kidney Health Plan, Inc.®, is an 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).

*Special Supplemental Benefits for the Chronically Ill (SSBCI) are available to eligible members with qualifying chronic conditions, including diabetes, chronic heart failure, cardiovascular disorders, and chronic kidney disease (stage 3b or higher), and are offered based upon Gold Kidney Health Plan eligibility criteria. SSBCI benefits are not guaranteed and may change each year. For full details, including eligibility requirements and available services, please contact Gold Kidney Health Plan or review your plan's Evidence of Coverage.