

MultiPlan Network FAQs

About Gold Kidney

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.

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 are designed with specialized programs and extra benefits for beneficiaries managing CKD, ESRD on dialysis, and chronic conditions that can lead to CKD, such as diabetes, chronic heart failure, and cardiovascular disorders.

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.

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. Many plans offer:

- \$0 monthly plan premiums
- \$0 copays for PCPs, nephrologists, endocrinologists, and cardiologists
- \$0 prescription deductibles and low to no copays for insulin and generic drugs
- Coverage for dental, hearing, and vision services
- Readmission prevention services
- Routine, non-emergency transportation services
- Allowances for OTC items & utilities* and healthy food*
- Smartphone and data plan* for improved care management

**These special supplemental benefits for the chronically ill are available to eligible members with qualifying chronic conditions.*

Our Gold Dialysis & Kidney plans are uniquely developed to meet the needs of those with advanced kidney disease and end-stage renal disease, offering:

- \$0 copays for dialysis treatments
- Unlimited transportation to and from dialysis centers**
- Non-Medicare covered in-home staff-assisted dialysis**
- 60 hours of in-home support services per year**
- \$1,000 additional dental allowance**

***These benefits are available only to eligible members who are Chronic Kidney Disease Stage 5 End-Stage Renal Disease on dialysis or kidney transplant.*

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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.

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Gold Kidney Provider Assistance

For provider office orientation services, review of benefits, and assistance with network providers, contact Gold Kidney Provider Services

ProviderContracting@goldkidney.com

Phone: (844) 294-6535 (TTY 711)

Fax: (866) 580-0122

October to March: 8 AM - 8 PM, local time, 7 days a week (except holidays)
April to September: 8 AM - 8 PM, local time, Monday to Friday (except holidays)



Service Area & Network

Is this an HMO or PPO plan?

All Gold Kidney products are HMO-POS plans. We offer 6 health plans 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.

Our chronic special needs plans are tailored to patients with:

- Diabetes, chronic heart failure, and cardiovascular disorders
- Chronic kidney disease and end-stage renal disease on dialysis



How does Gold Kidney's provider network differ from other health plan carriers?

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.

Prior Authorizations & Referrals

Is a referral or prior authorization required for members to receive care?

Referrals or pre-authorizations are not required for office visits or in-office procedures. A provider may schedule the visit and provide services in the office without obtaining a referral or prior authorization.

Although it is not required, you may choose to write a referral for a member so that a specialist will know why the patient is being recommended to them for care.

Which services require pre-authorization?

Prior authorization is required for certain services based on the patient's benefit plan. For more details, please see our **Prior Authorization Process**, found at www.goldkidney.com/providers.

For Medical Services, Procedures, and Items



Electronic Submission

Fax Request to: 1 (866) 515-7869

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

Authorization request form is available at: 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 (800) 788-2949 or call MedImpact Customer Service at (888) 672-7206 (TTY 711)

Authorization request form is available at: www.goldkidney.com/pharmacy-search-forms

For Transplants



Optum Transplant Centers of Excellence

Phone: (877) 370-2845

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Claims & Payments

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.

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

When 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.

Member Eligibility

Are Gold Kidney plan members required to have a PCP?

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

How do I verify member eligibility or benefits?

To verify member eligibility or benefits, please call Member Services at **(844) 294-6535 (TTY 711)** or visit our Provider Portal, here: **Gold Kidney Provider Portal**. Information on Interpreter Services and Case Management Referrals can also be obtained from Member Services.

Additionally, the back of all Gold Kidney of Florida member ID cards feature the MultiPlan logo and the below guidance:

“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.”

<p>GOLD KIDNEY HEALTH PLAN 2026</p> <p>MEMBER ID 83046182</p> <p>MEMBER NAME JAMES SMITH</p> <p>INN PCP: \$0 SPEC: \$0-\$20 UrgCare: \$10 ER: \$120</p> <p>IN AN EMERGENCY OR GO TO THE NEAREST HOSPITAL</p>	<p>MEMBER & PROVIDER SUPPORT (844) 294-6535 (TTY 711)</p> <p>ELECTRONIC CLAIMS SUBMISSION PAYER ID: #A6865 Claims Submission Gold Kidney Health Plan ATTN: CLAIMS P.O. Box 285 Portsmouth, NH 03802</p> <p>DENTAL: FCL DENTAL (833) 622-5890</p> <p>HEARING: TRUHEARING, INC. (833) 622-6989</p> <p>VISION: VSP (833) 622-7950</p> <p>AUTHORIZATION & HOSPITALIZATION Fax: (866) 515-7869 Phone: (844) 294-6535</p> <p>MultiPlan 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.</p>
<p>GOLD KIDNEY HEALTH PLAN 2026</p> <p>ID DE MIEMBRO 83046182</p> <p>NOMBRE DEL MIEMBRO JAMES SMITH</p> <p>INN PCP: \$0 SPEC: \$0-\$15 UrgCare: \$40 ER: \$120</p> <p>EN CASO DE EMERGENCIAS AL 911 O VAYA A LA EMERGENCIAS MÁS CERCANA</p>	<p>APOYO A MIEMBROS Y PROVEEDORES (844) 294-6535 (TTY 711)</p> <p>ELECTRONIC CLAIMS SUBMISSION PAYER ID: #A6865 Claims Submission Gold Kidney Health Plan ATTN: CLAIMS P.O. Box 285 Portsmouth, NH 03802</p> <p>DENTAL: FCL DENTAL (833) 622-5890</p> <p>AUDICIÓN: TRUHEARING, INC. (833) 622-6989</p> <p>VISION: VSP (833) 622-7950</p> <p>AUTORIZACIÓN Y HOSPITALIZACIÓN Fax: (866) 515-7869 Teléfono (844) 294-6535</p> <p>MultiPlan Miembros: Al reservar citas, informe a su proveedor de atención médica que es miembro de Gold Kidney Health Plan y que tiene acceso a la red de proveedores de Gold Kidney y a la red MultiPlan Medicare.</p>

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