



# GOLD KIDNEY HEALTH PLAN

## Provider Newsletter

February 2024

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### Welcome

Thank you for being an essential part of the Gold Kidney Health Plan network. We understand that staying informed and connected is vital to providing the best possible care for our members, your patients. That's why we have curated this exclusive newsletter, to keep you up to date with the latest developments, news, and resources.

Together, we will continue to make a positive impact on the lives of our members, your patients, and create a healthier, happier future.



### February is America's Heart Month

We all have the power to take action and help patients better manage heart disease. Encouraging them to take small heart-healthy actions like adding more movement to their day or choosing healthy foods can have a big impact on protecting their hearts. Helping them adopt a healthy lifestyle can play a significant role in maintaining normal blood pressure, cholesterol, and blood sugar levels, thereby reducing the risk of heart disease and heart attacks.

If your patients are dealing with high cholesterol, high blood pressure, or diabetes, you can help them take proactive measures to mitigate their risk of heart disease. As their trusted health advisor, you can suggest checking their cholesterol, guiding them on ways to control their blood pressure, manage diabetes, take their medicines as directed, and work with their health care team.

### Annual Wellness Visit

It's the beginning of the year, a great time to encourage patients to schedule their wellness exams. This starts the year off on a healthy note and allows your patients to identify and address potential health concerns early on. The Annual Wellness Visit (AWV) is an opportunity to promote quality, proactive, cost-effective care, help you engage with your patients, and increase your revenue.

In addition to your typical reimbursement via claims payment or via capitation, you are also eligible to earn up to \$125 per patient when you complete an AWV. Each calendar year, you earn \$100 per assigned member by completing their AWV and successfully submitting a claim and Gold Kidney AWV form - The AWV form includes information necessary for Healthcare Effectiveness Data and Information Set (HEDIS®) measures. If you complete AWVs for 85% or more of your assigned Gold Kidney members within a calendar year, you are able to earn an additional \$25 per assigned Gold Kidney member.

### 2023 Annual HEDIS® Review Begins February 2024

Gold Kidney collects healthcare effectiveness data annually through medical record chart review and reports this information to the National Committee for Quality Assurance and the U.S. Department of Health and Human Services for the Quality Rating System. The 2024 reviews apply to services provided in the previous calendar year (2023).

HEDIS measures performance around quality of care and health outcomes. These measures are developed and maintained by NCQA® and are the most widely used set of performance measures in the managed care industry.



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To fulfill HEDIS requirements, Gold Kidney may contact you and request medical records. We kindly ask that medical records be provided within 3 to 5 business days following receipt of the request. Cooperation with the collection of HEDIS data is an important part of Gold Kidney's quality improvement activities and is required under your participation agreement.

### Electronic Funds Transfer (EFT)

To ensure streamlined and efficient payment processing, we encourage you to sign up for electronic funds transfer (EFT). EFT offers numerous benefits such as faster payment delivery, reduced administrative costs, and improved cash flow management. Signing up for EFT is simple and convenient and provides a secure and reliable method for receiving payments. If you haven't already enrolled in EFT, we highly recommend doing so to experience the advantages it offers.

Gold Kidney offers EFT through Zelis. You may enroll by calling Zelis at 1-855-496-1571 and selecting option 1, or you may sign up online by visiting [www.zelis.com](http://www.zelis.com).

### How to Update Your Demographic Information with Gold Kidney

To update your information, please utilize Gold Kidney's Provider Demographic Change Form. You may navigate to the form through the link [here](#), or go to our website, [www.goldkidney.com](http://www.goldkidney.com).

If you are part of a delegated group, please submit your change request to your group's administrator.

### Contact Us

Feel free to contact Gold Kidney with any questions or concerns. Our Provider Relations Team is dedicated to assisting and streamlining processes for you, our valued providers and members.

#### **ARIZONA PROVIDERS**

Phone: (844) 294-6535

Fax: (866) 580-0122

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

#### **FLORIDA PROVIDERS**

Phone: (844) 294-6535

Fax: (866) 580-0122

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The first 3 offices to Email us with the phrase  
"I wear **Red** for Gold!"



Will win a \$60 Dunkin's Donuts gift card for their office!

<sup>1</sup>The referenced material is for informational purposes only and is not a substitute for the independent medical judgment of a physician or other health care provider. Physicians and other health care providers are encouraged to use their own medical judgment based upon all available information and the condition of the patient in determining the appropriate course of treatment. The fact that a service or treatment is described in this material is not a guarantee that the service or treatment is a covered benefit and members should refer to their certificate of coverage for more details, including benefits, limitations, and exclusions. Regardless of benefits, the final decision about any service or treatment is between the member and their health care provider.

HEDIS is a registered trademark of the NCQA.