



PROVIDER NEWSLETTER

May 2024



HELPING OUR MEMBERS CONTROL HIGH BLOOD PRESSURE

Nearly half of adults, over 122 million Americans, are estimated to have high blood pressure, according to the [American Heart Association](#). Controlling high blood pressure is an important step in decreasing the risk of heart disease and stroke, which are the leading causes of death in the United States. Awareness and education are key to preparing members for office visits, and as their trusted medical advisor, your counsel helps members better manage their high blood pressure through medication, a healthy diet, and proper physical activity.



MANAGING OUR MEMBERS' BLOOD PRESSURE (BP)

We follow the Healthcare Effectiveness Data and Information Set (HEDIS®) measures from the [National Committee for Quality Assurance](#) for Controlling High Blood Pressure (CBP), which assesses:

- Proof of a blood pressure reading for members aged 18-85 who had a diagnosis of hypertension, and
- Proof that the patient's blood pressure is adequately controlled (less than 140/90 mm Hg) during the measurement year

TIPS TO CLOSE CBP CARE GAPS



Gold Kidney provides our members with chronic condition management tools needed to effectively manage their BP, including blood pressure cuffs and glucose monitors



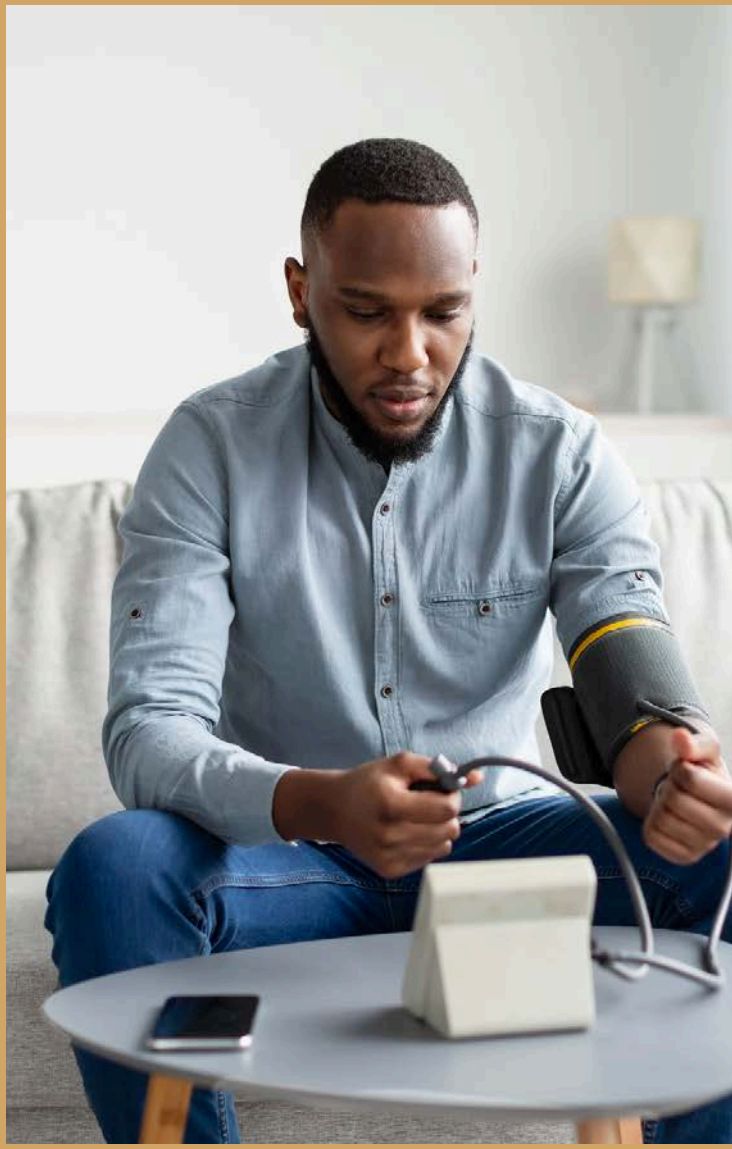
Encourage patients to monitor their BP by taking regular readings at home and report elevated readings between office visits



Gold Kidney's Personal Emergency Response System (PERS) ensures our members can easily and immediately connect to our care network in urgent situations



Lifestyle coaches and on-demand exercise videos are available to most members to support healthy lifestyle habits long-term



CLAIMS

Please remember to verify the member's insurance card and ensure you have the correct claims address for the member.

GOLD KIDNEY HEALTH PLAN		Super Plus (HMO-POS C-SNP)	
MEMBER NAME		PCP:	INN
JOHN SMITH1		\$0	\$0
MEMBER ID		SPEC:	\$0-\$10
80010001		URG Care:	\$10
HEALTH PLAN (8084)		ER:	\$90
PROVIDER NAME		MedicareRx	
PCP: JOHN SMITH PCP1		RKBNI: 015574	
PCP ID: PCP01		RKPCC: ABP001	
		RKGSP: GLD01	
24 HOUR URGENT ADVICE LINE (888) 930-0777			

GOLD KIDNEY HEALTH PLAN		Loyalty Care (HMO-POS MA Only)	
MEMBER NAME		PCP:	INN
JOHN SMITH19		\$0	\$0
MEMBER ID		SPEC:	\$10
80010019		URG Care:	\$10
HEALTH PLAN (8084)		ER:	\$90
PROVIDER NAME		MultiPlan	
PCP: JOHN SMITH PCP19			
PCP ID: PCP19			
24 HOUR URGENT ADVICE LINE (888) 930-0777			

GOLD KIDNEY HEALTH PLAN		Super Plus (HMO-POS C-SNP)	
MEMBER NAME		PCP:	INN
JOHN SMITH29		\$0	\$0
MEMBER ID		SPEC:	\$0-\$10
80010029		URG Care:	\$10
HEALTH PLAN (8084)		ER:	\$90
PROVIDER NAME		MedicareRx	
PCP: JOHN SMITH PCP29		RKBNI: 015574	
PCP ID: PCP29		RKPCC: ABP001	
		RKGSP: GLD01	
24 HOUR URGENT ADVICE LINE (888) 930-0777			

IN AN EMERGENCY CALL 911 OR GO TO THE NEAREST ER	
CUSTOMER/PROVIDER SUPPORT (844) 294-6535 (TTY:711) www.goldkidney.com PHARMACY HELP DESK & CLAIMS (888) 872-7208 (TTY:711)	ELECTRONIC CLAIMS SUBMISSION Availability Payer ID: A8865 Gold Kidney Health Plan ATTN: CLAIMS P.O. Box 14000 Scottsdale, AZ 85267-4000
Mediquest Healthcare Systems, Inc. P.O. Box 59108 San Diego, CA 92150-9108	AUTHORIZATION/HOSPITALIZATION Fax: (855) 515-2658 Phone: (844) 294-6535
	TRANSPORTATION RESERVATION (855) 481-7788
	OTC/FLEX CARD SERVICES (888) 991-0040

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Mediquest Healthcare Systems, Inc. P.O. Box 59108 San Diego, CA 92150-9108	AUTHORIZATION/HOSPITALIZATION Fax: (855) 515-2658 Phone: (855) 515-2658
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	OTC/FLEX CARD SERVICES (888) 991-0040

PROVIDER DISPUTES

Providers are encouraged to visit our website to complete the Provider Dispute Form. They can submit the form to Gold Kidney via mail, fax, etc. You can find the form at the following link:

[Provider Dispute Form](#)

CREDENTIALING

Gold Kidney credentials using CAQH. Please grant us access and ensure the provider's profile has been recently re-attested to avoid any delays during the credentialing process. Also, please note that credentialing can sometimes take 90-120 days to complete.

A heartfelt thank you to all the nurses for your unwavering dedication and compassionate care. Your tireless efforts make a world of difference every day.

Thank you for all that you do.



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

FLORIDA PROVIDERS

Phone: (844) 294-6535
Fax: (866) 580-0122
Email: PRFL@goldkidney.com



The first 3 offices to email us with the phrase **“Healthy Mind Health Heart for Gold!”** Will win a \$60 Dunkins Donuts gift card for their office!

Please follow us on social media to stay up to date on news and useful information.

