

Welcome to Kidney Health Management

What is Kidney Health Management?

Kidney Health Management helps improve the health of people with Chronic Kidney Disease and other conditions such as diabetes and high blood pressure.

How was I selected for Kidney Health Management?

Kidney Health Management is free for people who are members of certain health plans. You were selected for the program based on information from your health plan and your doctors. That information is used to make suggestions that help you and your doctor take better care of your health. Your doctor will talk to you about tests, your medicines and services that may help you. It is important for you to be involved in your healthcare. Keep your appointments and follow the care plan you and your doctor put in place.

Does everyone in Kidney Health Management receive the same services?

The services you receive are those your doctor thinks are best for you and your health needs. If your doctor recommends additional help, you may also qualify for a free service called Care Navigation. In Care Navigation you have a team of nurses and social workers working with you between doctor visits.

What if I do not want to be in Care Navigation?

It is your choice and you can opt-out at any time, without penalty.

How does Care Navigation work?

1. If you are chosen for Care Navigation, you will get a phone call from a Care Navigator on a regular basis. They check in with you, between your doctor's office visits.
2. No one will come into your home.
3. If you need information in another language, we can provide it at no cost.

WHY DID THE DOCTOR INCLUDE ME?

Your doctor includes patients who have health conditions that affect or may affect their kidneys.

How do I get more information?

Call Monday through Friday, 8:30 a.m. to 5 p.m. by dialing toll-free **(800) 481-0474**.

RIGHTS AND RESPONSIBILITIES:

You have the right to:

- Be treated politely and with respect
- Receive understandable information
- Have information about us, including:
 - ✓ Our staff
 - ✓ The programs and services we offer
 - ✓ Any business relationships that may affect you
- Be supported to make healthcare choices with your doctors
- Be told about all treatment choices even if a treatment is not covered and to discuss choices with your doctors
- Have your medical and personal information kept private and confidential
- Know who has access to your information and how we keep it secure, private and confidential
- File a complaint and understand how and when it will be resolved
- Know the names of your Care Navigation team and how to ask for a different Care Navigator (if you are in Care Navigation)
- Opt-out of Care Navigation at any time without penalty



YOU HAVE A RESPONSIBILITY TO:

- Follow the plan you and your doctor (or you and your Care Navigator for those in Care Navigation) agree upon
- Provide correct information to your doctor and your Care Navigator (if you are in Care Navigation)
- Tell your doctor and Care Navigator (for those in Care Navigation) if you decide to leave the program

**Please call us at 1 (800) 481-0474
Monday through Friday, 8:30 a.m. to 5 p.m. to:**

- ✓ Get more information
- ✓ Provide feedback
- ✓ Contact your Care Navigator
- ✓ Opt-out
- ✓ File a complaint



Other important contact information:

- Dial 911 for an emergency
- Call your doctor for health questions

For more information, go to:
<https://patients.healthmapsolutions.com>

