

# 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?

As a part of your health plan, Kidney Health Management is available at no extra cost to you. 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, medications and services that may help you. It is important for you to be involved in your health care. 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.

## How does Care Navigation work?

- It's simple! 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 visits.
- No one will come into your home unless you approve them to do so.
- If you need information in another language, we can provide it at no cost.

## How does Care Navigation benefit me?

- **SUPPORT** - Your Care Navigator will work with you to identify and handle your specific health care needs, focusing on your personal health care goals.
- **EDUCATE** - We'll help you understand your condition and your treatment to ensure you are informed about signs and symptoms that may be typical or cause for concern.
- **PERSONAL ONE-ON-ONE SUPPORT** - You will also get help dealing with issues that may be keeping you from having a healthy lifestyle or getting the care you need. Your Care Navigator is your resource for information and help beyond your doctor's office. They help keep you as healthy as possible.
- **DECREASE/ELIMINATE UNEXPECTED EVENTS** - In our experience, patients who have enrolled in Care Navigation have seen improvements in their conditions and fewer unexpected emergency room visits and hospital stays.

## Why did the doctor include me?

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

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

It is your choice, and you can opt out at any time.

## How do I get more information?

Call us Monday through Friday,  
8:30 a.m. - 5 p.m. by dialing toll-free  
1-800-428-1942.

# Rights and Responsibilities

## YOU HAVE THE RIGHT TO:

- Be treated politely and with respect
- Receive information you understand
- Have information about us, including:
  - Our staff
  - The programs and services we offer
  - Any business relationships that may affect you
- Be supported to make health care choices with your doctors
- Know all your 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



## 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 1-800-428-1942**

Monday through Friday, 8:30 a.m. - 5 p.m. to:

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



National Kidney Foundation™  
of Florida

### Other important contact information:

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

## MULTI-LANGUAGE INTERPRETER SERVICES

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-800-428-1942 (TTY: 711)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-428-1942 (TTY: 711).



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