

How is this program supposed to help me?

This program will help you understand kidney health. For those dealing with chronic kidney disease (CKD), this program offers education about treatment options, eating well and additional resources. It also supports networking and assists with related medical appointments as needed.

We are available to help you navigate your kidney care journey and help you find the answers you need, when you need them.

What assistance does this program provide to members?

We provide educational and coordination assistance including:

- Resources about kidney health, eating well, CKD and treatment options if you reach late-stage CKD;
- Assistance finding a kidney doctor (nephrologist);
- Monitoring lab values to ensure timeliness of follow-up steps, as needed;
- Assistance scheduling doctor appointments relating to kidney health and kidney treatment;
- Reminders for appointments and lab follow-ups;
- Access to a service coordinator, nurse and social worker for questions you may have;
- Assistance for those with late-stage CKD to understand and plan for treatment options and dialysis access planning, including coordination of appointments across care providers.

Will this program make all of my doctor and healthcare appointments for me?

This program assists with appointment scheduling and reminders for your kidney care and related treatments or surgery, such as nephrologist and vascular surgeon appointments and consults.

What does this program do for me that my doctor cannot?

This program works alongside your doctor to provide additional educational and coordination resources. These services include:

- Additional support and understanding around how to navigate between your primary care physician (PCP), nephrologist and other kidney care specialists;
- Ensuring you have specific information about your diagnosis and helping you understand your treatment options;
- Assistance with appointment scheduling and reminders, as well as ensuring that your providers are communicating in order to get you the best care possible;
- The opportunity to talk to a nurse or social worker if you have questions.

What help does a social worker provide?

Managing your health is more than just doctors' appointments and disease education. As you go through this journey, reach out any time for help identifying support groups or peer mentors, counseling referrals and potential resources for prescriptions and transportation. Our social workers can help you with tasks such as:

- Locating low-cost/no-cost transportation to medical appointments;
- Researching medication assistance programs that help offset the high cost of medications;
- Working with local agencies for housing or access to healthy food options;
- Finding support resources.

Do I have to pay extra for this program?

No. This program is provided for you at no additional charge as part of your health insurance coverage.

Am I automatically enrolled in this program?

No, you are not automatically enrolled. To enroll, call **1-888-244-9499**.

How often will you contact me?

Our goal is to help you through your journey with kidney disease. Our team will contact you at different times to check in, make sure you are taking any necessary steps based on your disease stage and help educate you about CKD. We will also follow up after your doctors' appointments to see if you or your care partner have any questions.

We will work with you and your providers at regular intervals to ensure you are receiving the best care possible. In between our calls, if you have any questions, you can call us at **1-888-244-9499**.

Can I decide how much and how often I talk with you?

Yes. Just let your service coordinator know what works best for you.

What if I don't want to participate?

You may opt out at any time by calling us at **1-888-244-9499**.

How long will I be enrolled?

You can remain enrolled in this program as long as you are insured with your current provider, unless you receive a transplant or begin dialysis. You are also free to disenroll from the program at any point.

Who will have access to my private information?

Your private information is protected and will not be shared with anyone other than your current healthcare providers and others whom you identify in written or verbal permission (such as care partners, family members or service providers).

Will I get to talk to the same person?

We recognize the importance of building a trusting relationship with our members and will make every attempt to keep you with the same individual. However, if that person is not available, we do have a dedicated team assigned to provide your care.

Who do I call if I don't feel well?

If you are having a medical emergency, please call **9-1-1**. In non-emergent cases where you do not feel well, your doctor will always be your first point of contact.

Can other people in my family or my support network talk to you as well?

Yes, but we will always ask for your permission before speaking to anyone else.

Will you have access to all my medical records?

No. We will receive results of any lab work relating to your kidney health. Beyond that, we will ask you questions relating to your kidney health and check in with your doctors, if necessary, when questions arise.

What kind of training does the program's care team have?

Our registered nurses and social workers have extensive medical backgrounds with a concentration on kidney health. The program is also supported by non-clinical professionals with experience from various backgrounds in the medical field, such as medical assistants and nurses' aides. All team members regularly receive training and education to keep them up to date on new tools and resources available to help you.

I have other questions—where can I go for more information on CKD and treatment options?

We are here to support you with the information and encouragement to thrive—and this program is just the beginning. Getting informed and participating in this program will help you look after your health.

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