

# Kidney Care Companion Program

The EmblemHealth Kidney Care Companion program is a free service that provides members with diagnosis of end-stage renal disease or chronic kidney disease stage 4 or 5, with a holistic and seamless clinical journey throughout all stages of their health care.

This telephonic program identifies high-risk members who would most benefit from care management support and interventions.



## Who is eligible for the program?

Members with diagnosis of end-stage renal disease or chronic kidney disease stage 4 or 5 — all lines of business, except GHI NYC PPO and delegated members.\*

## How do members enroll?

Eligible members are identified through claims data. Members can also be referred to the program through their providers, through other EmblemHealth departments, and through Health Assessments (HAs). For questions, or to make a referral, call our Care Management program at **800-447-0768 (TTY 711)**, Monday through Friday, 9 a.m. to 5 p.m.

## How does the program benefit the member?

- Slows progression of illness and reduce unnecessary utilization.
- Ensures members are receiving services in support of the treatment plan.
- Provides education on lifestyle modifications and dialysis types, including home dialysis, so members can make informed decisions.
- Empowers and encourages members to have important discussions with their health care providers.
- Facilitates care coordination among members and their providers.
- Encourages adherence to established treatment plans.

- Offers access to a multidisciplinary team including EmblemHealth pharmacists, social workers, and nutritionists.
- Links members to community resources to address social determinants of health.
- Encourages members to have advance care planning discussions.
- Facilitates access to a nephrologist early in the disease journey to ensure a planned dialysis start, when applicable.

#### **How can you support members/your patients in the program?**

You can reinforce the education we provide program members on lifestyle modifications and adherence to treatment plans. Collaboration with our care managers will help members get needed services.

This program supports member preventive and routine care compliance, and can help you achieve quality and efficiency goals and improve health outcomes.

#### **How long is the program?**

The program is available to eligible members for as long as they have clinical needs.

#### **How do I find out more?**

For more information and/or for your referrals, call our Care Management department at **800-447-0768** (TTY **711**), Monday through Friday, 9 a.m. to 5 p.m.

\* Some managing entities (delegates) offer their own care management programs for EmblemHealth members under their care. For more information about their care management programs, go to [emblemhealth.com/providers/manual/health-promotion-and-care-management](https://emblemhealth.com/providers/manual/health-promotion-and-care-management), under the "Care Management Programs" drop-down, at the bottom.

