

Network Departments Continued

Administration

The health care team at dialysis facilities is kept apprised of Network goals, best practices in renal care, product recalls, government mandates, and clinical information on a routine basis.

Data Department

The Data Department at Heartland Kidney Network works with your healthcare provider in the collection and filing of Medicare eligibility forms and other updates to your medical status such as changes in the unit where you're treated from or the manner of treatment (peritoneal vs. hemodialysis). While we in the data department get few patient calls, we perform a number of tasks that directly benefit you.

All Departments Provide Technical Assistance

From time to time dialysis facilities request additional one-on-one assistance from the Network to deal with special situations or facility concerns. Technical assistance is available from the Network staff upon request.



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Patient
Information
Series

PATIENT ADVISORY COUNCIL



Promoting and facilitating high quality care standards for dialysis and kidney transplant patients in Iowa, Kansas, Missouri and Nebraska.

PATIENT EDUCATION SERIES

ESRD Networks

In 1978, Congress approved setting up the End Stage Renal Disease (ESRD) Network Organizations to continue to support the ESRD Program (Public Law 95-292).

Currently eighteen ESRD Networks have contracts with the federal government to assist with assuring proper care is delivered to people receiving services from dialysis or transplant units approved by Medicare.

The Networks' keep an eye on the quality of care in units, collect data for the national Medicare ESRD program, and provide help and education to people with kidney failure.

WHAT IS AN ESRD NETWORK?

Departments at the Network

The Network is divided into four departments that work together to meet the needs of the persons we serve and the requirements of our federal contract. Information about each department is listed below.

Quality Improvement

The Quality Improvement (QI) team helps your dialysis facility with continuous quality improvement (CQI) activities. This is done by giving education to the staff, watching your facility's quality outcomes, collecting data and examining trends. We watch specific measures to insure your unit delivers quality care.

Community Information and Resources

The Community Information and Resources Team (CIR) are here to assist you with education about kidney failure, transplantation and dialysis, as well as providing advocacy, mediation or investigative services if you have a complaint or concern about the care you receive from your facility.

The CIR Team also provides education and resources to dialysis and transplant facilities.

Networks and Medicare

Congress established the ESRD Program as part of the Social Security Administration in 1972. This legislation extended Medicare coverage to virtually all individuals who require dialysis or a kidney transplant to live. It also established health and safety standards for dialysis and transplant centers and required development of the ESRD Networks.

Networks serve as a liaison between dialysis and transplant units and CMS. Networks are contracted with CMS and each contractor works with facilities in a specified geographic region. Heartland Kidney Network serves Medicare beneficiaries in Iowa, Kansas, Missouri and Nebraska.

Heartland Kidney Network is a not-for-profit corporation whose primary business is fulfilling the CMS Network contract. As a not-for-profit organization, Heartland Kidney Network is governed by the Executive Committee, which functions as a Board of Directors, and the Medical Review Board.

www.HeartlandKidney.org

We're Here For You

Hearthland Kidney Network is contracted by Centers for Medicare & Medicaid Services (CMS). Our "official" name is an ESRD Network Organization. We are often called "The Network" and were previously ESRD Network #12. Heartland Kidney Network currently serves the dialysis and kidney transplant Medicare population in Iowa, Kansas, Missouri and Nebraska.

Receiving dialysis or waiting for a transplant can be both an exciting and a frightening time in your life. We are here to assist you in understanding your treatment options, improve the quality of the care you receive, and maintain a database of dialysis providers and transplant units.

We maintain a nation-wide toll-free number for patients and their families. We provide assistance with education, information, conflict resolution, and advocacy. When necessary, we investigate patient grievances and serve as an unbiased third party.

1-800-444-9965