

# MY NETWORK: THE HEARTLAND KIDNEY NETWORK

Heartland Kidney  
Network

We're Here For You.

**The Heartland Kidney Network is Here for You.**

**Mission:** Heartland Kidney Network promotes and facilitates high quality care standards for dialysis and kidney transplant patients in Iowa, Kansas, Missouri and Nebraska.

**Vision:** Heartland Kidney Network leads and coordinates quality improvement initiatives through collaborative efforts to positively impact the clinical care for chronic kidney disease (CKD) patients.

## What is an ESRD network?

In 1972, Congress established the End Stage Renal Disease (ESRD) Program as part of the Social Security Administration. They extended Medicare coverage to almost all people who need dialysis or a kidney transplant to live. In 1978, Congress approved setting up the ESRD Network Organizations to support the ESRD Program (Public Law 95-292) promoting health and safety standards for dialysis and transplant centers.

Currently, eighteen ESRD Networks have contracts with the federal government to help assure proper care is given to people receiving services from dialysis clinics or transplant centers approved by Medicare. Networks serve as a link between dialysis clinics and transplant centers and the Center for Medicare & Medicaid Services (CMS). Networks are contracted with CMS and each one works in a specific geographic region. Heartland Kidney Network serves you as resident of Iowa, Kansas, Missouri or Nebraska.

## MY EXECUTIVE COMMITTEE

Heartland Kidney Network is a not-for-profit corporation, and our primary business is to carry out the CMS Network contract. We are overseen by the Executive Committee, which operates as a Board of Directors (BOD) and a Medical Review Board (MRB).

**Board of Directors:** Board of Directors members are responsible for monitoring and approving Network fiscal decisions, determining the agenda for the Annual Business Meeting, the Educational Conference, and monitoring Network staff personnel and office policies/procedures. BOD members serve a 3 year term **and** meet approximately four times each year. There are three standing BOD Subcommittees: Executive Committee, Finance & Audit, and Governance.

**Medical Review Board:** Medical Review Board members are responsible for interpreting policy related to the CMS contract and its focus on Continuous Quality Improvement. MRB members serve a 3 year term and meet approximately four times each year. There are currently four MRB Subcommittees: Grievance, Quality Agenda, Fistula First, and the Patient Advisory Committee (PAC).

Yearly nominations are requested by the Network for individuals who would like to sit on the boards and the PAC. Contact the Network for more information. You can volunteer by nominating yourself to become a member of the PAC. Call 1-800-444-9965 for a nomination form or download a form at [www.heartlandkidney.org](http://www.heartlandkidney.org).

For more information or to file a grievance please contact the Heartland Kidney Network at: Heartland Kidney Network • 7306 NW Tiffany Springs Pkwy. • Suite 230 • Kansas City, MO 64153  
Toll-Free Patient Line: (800) 444-9965 • [net12@nw12.esrd.net](mailto:net12@nw12.esrd.net) • [www.heartlandkidney.org](http://www.heartlandkidney.org)

End-Stage Renal Disease (ESRD) #12 Network Coordinating Council, Inc. dba Heartland Kidney Network. This resource was (created, developed, compiled, etc.) while under contract with Center for Medicare and Medicaid Services, Baltimore, Maryland.  
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## WHAT MY NETWORK DOES

The Network does many activities to improve the quality of care and life of dialysis and transplant patients. Some of these activities include:

### For Patients

- Developing and providing you with educational information about kidney failure, dialysis, and transplant
- Advocacy, mediation, or investigation if you have a question, concern or grievance about the care you receive from your clinic
- Working with patients and community members to develop programs to improve the quality of care

### For Dialysis and Transplant Clinics

- Keeping your care team informed of Network goals, best practices in dialysis and transplant care, medical product recalls, government mandates, and clinical information on a regular basis
- Education for dialysis and transplant clinics
- Providing clinic staff with training and guidance about the Medicare guidelines
- Special assistance when we get requests from clinics for additional one-on-one help
- Assisting clinic staff with Medicare documentation requirements and programs
- Continuous quality improvement (CQI) projects and activities which include providing education to the staff, checking on your clinic's quality outcomes, collecting data, and looking for trends
- Monitoring specific quality measures to make sure your clinic delivers quality care

## MY QUESTIONS

**Ask your Care Team:** When would I need to contact the Network? How do I get involved with the Network? What educational materials do you have to share from the Network?