



Interwell 360 FAQ

If you're new to Interwell 360 or looking to manage your chronic kidney disease, this guide will help answer your questions about this health benefit and how it works. We're here to support you every step of the way.

Frequently asked questions about Interwell 360

- 1 What is Interwell 360?**

Interwell 360 is designed to help people with chronic kidney disease (CKD) manage their health and lifestyle needs. This health benefit—available through participating health plans and providers at no additional cost to you—provides personalized care, support, and access to kidney health experts to help make your life easier.
- 2 Am I eligible for Interwell 360?**

If you received a call, letter, or email about Interwell 360, it means you are eligible to participate. If you're unsure, visit Interwellhealth.com/360 to see if you can sign up.
- 3 What are the benefits of joining Interwell 360?**

Once you sign up, you'll receive support for your specific health needs, such as:

 - One-on-one support to help manage your kidney health, diabetes, high blood pressure, and other health concerns from the comfort of your own home
 - Useful diet advice and guidance creating personalized meal plans for your specific nutrition needs
 - Coordination with your doctors to help you between appointments so you can reach your health goals
- 4 How does Interwell 360 work?**

Once you've signed up, you'll be connected by phone with a dedicated nurse or care coordinator to discuss your health goals and answer any questions you may have. The care team member will coordinate with your current doctors to create a clear care plan. From there, you'll have check-ins as needed and access to resources and one-on-one support to help manage your health and lifestyle habits.
- 5 Is there a cost to join Interwell 360?**

No, Interwell 360 is provided at no extra cost to eligible participants. It's covered by your health plan as part of your benefits.
- 6 Will Interwell 360 replace my current doctor?**

No, Interwell 360 works alongside your current doctors. It's designed to add to the care you're already receiving by offering extra support for your kidney health.



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Frequently asked questions about Interwell 360 (continued)

- 7 How do I join Interwell 360?**
Signing up is easy! Simply complete the form available at [Interwellhealth.com/360](https://interwellhealth.com/360) or call **1-888-233-9499** (TTY: 711) 9 a.m. to 8 p.m. ET, Monday through Friday.
- 8 Where can I find references from real-life people who have joined Interwell 360?**
Nine out of 10 participants say they are satisfied with Interwell 360. You can hear from them directly on our website:
 - Hear how [Alice started a kidney-friendly diet](#) and improved her health
 - Hear how [Mary learned to manage her kidney disease](#)
- 9 What happens if I try to sign up and am not eligible for Interwell 360?**
Interwell 360 works with local and national health insurance providers to offer additional support for people living with chronic kidney disease across the U.S. We are actively working to expand Interwell 360 to reach even more people with CKD.
- 10 Can I opt out of Interwell 360 later?**
Yes, participation is completely voluntary. You can decide to leave Interwell 360 at any time.
- 11 Is my personal health information secure?**
Yes, protecting your privacy is our priority. With your consent, your Interwell 360 care team members use your health information to create the right care plan for you. Your personal health information is handled in compliance with strict privacy laws.
- 12 Who can I contact if I have more questions?**
If you have additional questions or need help signing up, reach out to our dedicated support team by calling **1-888-233-9499** (TTY: 711) 9 a.m. to 8 p.m. ET, Monday through Friday. We're here to help.
- 13 Does participation in Interwell 360 affect my health plan and benefits?**
No, signing up for Interwell 360 does not affect your current health plan and benefits. It is an added benefit available at no additional cost to you.



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Frequently asked questions about chronic kidney disease (CKD)

- 1 What is chronic kidney disease (CKD)?**
Chronic kidney disease happens when your kidneys don't work as well as they should over time. It often develops without any symptoms. CKD can affect your overall health, so taking steps to manage it early is important.
- 2 How do I know if I have chronic kidney disease?**
Chronic kidney disease typically has no noticeable symptoms, especially in its early stages. Even as the disease advances, you may remain symptom free. If you've been diagnosed through routine blood and urine tests, your doctor or health plan has likely identified it as part of your care. Common risk factors include diabetes, high blood pressure, or a family history of kidney issues.
- 3 What stage of chronic kidney disease do I have, and what does it mean?**
As part of Interwell 360, your care team will explain your chronic kidney disease stage and what it means for your health.
- 4 How do I know if my kidneys are getting worse?**
Once you join Interwell 360, your care team will monitor your kidney health regularly and provide updates to keep you informed about any changes.
- 5 Why is managing my chronic kidney disease important?**
Chronic kidney disease is a serious illness that can be managed with early diagnosis and treatment. Without proper treatment, kidney disease can continue to advance and lead to kidney failure, requiring transplant or dialysis for survival.
- 6 How will chronic kidney disease affect my daily life or work?**
The impact of chronic kidney disease on daily life differs for everyone. Interwell 360 clinical experts work with participants to manage their chronic kidney disease while maintaining their lifestyle as much as possible.
- 7 Will my insurance cover the cost of chronic kidney disease treatment?**
Out-of-pocket costs vary depending on your health insurance provider. All services provided by Interwell 360, including conversations with our nurses and dietitians, are provided at no extra cost as a benefit through participating health plans.