

# SERVICES PROVIDED BY YOUR ESRD NETWORK

The ESRD Network program was established by the Centers for Medicare and Medicaid Services (CMS), the federal agency of the U.S. Department of Health and Human Services responsible for funding Medicare. There are 18 End Stage Renal Disease (ESRD) Networks in the United States,

each under a contract with Medicare to provide assistance for kidney patients.

Medicare established the Networks to ensure ESRD patients receive the best possible care from their dialysis and/or transplant center. The purpose of the ESRD Networks is to monitor the care provided to kidney patients

in dialysis facilities to be sure it meets Medicare standards.

To find your local ESRD Network visit [www.esrdncc.org](http://www.esrdncc.org) for contact information for the Network in your area.

**You can also call the ESRD NCC for support in connecting with your Network (813) 865-3535**

## EDUCATION

- Your ESRD Network can help you find resources regarding your specific kidney disease
- They can help you navigate treatment options and other issues related to starting dialysis or getting a transplant
- Your ESRD Network has educational resources that can be sent to you or you may access materials on its Website.

## QUALITY IMPROVEMENT

- Your ESRD Network works with your facility to make sure they are providing you with the best care possible, with the goal of improving your experience and quality of life
- Networks work with the State Department of Health and/or State Survey Agency (SSA) to make sure your dialysis facility or transplant center meets all federal government requirements.

## TREATMENT OPTIONS

- ESRD Networks can help you learn more about your treatment choices
  - You have the right to talk to your care team about home dialysis and transplant
  - If you are interested in getting a kidney transplant, ask your doctor or facility staff to get referred to the transplant center
  - Facilities are required to provide information to patients regarding treatment options. Your Network can also assist you with this information.

## GRIEVANCES

- Your Network is available to work with you to resolve concerns about your care that you feel were not solved by talking to the staff at your dialysis facility.
- Your Network can help you to file a grievance with your dialysis facility or transplant center.
- The Network staff and the dialysis facility staff will work together to improve your care experience.



## End-Stage Renal Disease National Coordinating

Center website: [www.esrdncc.org](http://www.esrdncc.org) • e-mail: [nccinfo@hsag.com](mailto:nccinfo@hsag.com)



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