Know your rights
If you have Medicare, you have certain guaranteed rights to help protect you, including the right to a process for appealing decisions about health care payment or services. Whether you have Original Medicare or a Medicare Advantage Plan, you have the right to file appeals and complaints (grievances).

State Survey Agencies and End-Stage Renal Disease (ESRD) Networks work together to help you with complaints (grievances) about your dialysis or kidney transplant care.

State Survey Agencies
State Survey Agencies also deal with complaints about dialysis and transplant centers (as well as hospitals and other health care settings). Your State Survey Agency can help with complaints like:
- Claims of abuse
- Mistakes in giving out or prescribing drugs
- Poor quality of care
- Unsafe conditions (like water damage, or electrical or fire safety concerns)

ESRD Networks
ESRD Networks monitor and improve the quality of care given to people with End-Stage Renal Disease (ESRD) and can help you with complaints about your dialysis facility or transplant center care. Here are some important things to know if you have a complaint or grievance about your care:
- You can file any complaint directly with your ESRD Network, instead of with your facility.
- Your facility or Network must treat every complaint as a grievance. This means the Network will investigate the issue, work on your behalf to try to solve it, and help you understand your rights.
- Your Network can still investigate a complaint and represent you, even if you wish to remain anonymous.
- Your facility can’t take any action against you for filing a grievance with your ESRD Network.

Contact your ESRD Network for complaints like:
- The facility staff didn’t treat you with respect.
- The staff won’t let you eat during dialysis, and you’re always hungry.
- The dialysis shifts conflict with your work hours, and the facility won’t let you change your appointment.

Visit Medicare.gov or call 1-800-MEDICARE (1-800-633-4227) to get the ESRD Network phone number for your state. TTY users can call 1-877-486-2048.

Get more information
Visit Medicare.gov or call 1-800-MEDICARE (1-800-633-4227) to view or print Medicare publications, find helpful phone numbers and websites, and compare dialysis facilities in your area. TTY users can call 1-877-486-2048.

There are special organizations that can give you more information about kidney dialysis and kidney transplants. Visit Medicare.gov/talk-to-someone or call 1-800-MEDICARE to get the phone numbers for your State Survey Agency or ESRD Network. Visit shiphelp.org or call 1-800-MEDICARE to get the phone number for your local SHIP.

End-Stage Renal Disease (ESRD) Networks
Call your local ESRD Network to get information about:
- Dialysis treatments
- Kidney transplants
- How to get help from other kidney-related agencies
- Problems at your facility
- Location of dialysis facilities and transplant centers

Your ESRD Network makes sure that you’re getting the best possible care and keeps your facility aware of important issues about kidney dialysis and transplants.

State Health Insurance Assistance Programs (SHIP)
SHIPs are state programs that give free local health insurance counseling to people with Medicare. Call your SHIP if you have questions about:
- Medigap policies
- Medicare health plan choices
- Filing an appeal
- Other general health insurance questions

Medicare covers most kidney dialysis and kidney transplant services. However, if you join a Medicare Advantage Plan, you may only get the benefits available under your plan. Generally, Part A covers these transplant services:
- Transplant surgeries (including Medicare-approved follow-up care)
- Blood for dialysis during surgery
- Antithrombotic therapy
- Transplant services (including Medicare-approved follow-up care) for the donor
- Expenses associated with finding a transplant
- Drugs for the transplant
- Blood for dialysis
- Other services and supplies

Part B helps pay for these transplant services:
- Doctors' services for transplant surgery
- Doctors' services for your kidney donor during their hospital stay
- Transplant medications and supplies

Part B helps pay for these dialysis services:
- Outpatient dialysis treatments & doctors' services
- Knee, elbow, and shoulder replacement
- Physical therapy
- Occupational therapy

Part B helps cover these dialysis services:
- Inpatient dialysis
- Home dialysis
- Inpatient透析

What you pay
What you pay will vary based on what coverage you have and what services you get. Here's some general information about what you'll pay:
- If you have Original Medicare, you'll pay 20% of the Medicare-approved amount for all covered dialysis-related services. Medicare will pay the remaining 80%.
- If you need a kidney transplant, Medicare will pay the full cost of care for your kidney donor.
- You may pay nothing for Medicare-approved laboratory tests.
- In most cases, the hospital gets blood from a blood bank at no charge, and you won't have to pay for it or replace it.

For more information on specific costs, visit Medicare.gov, or call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-868-2049.

Note: If you're in a Medicare Advantage Plan, your costs may be different. Read your plan materials, or call your plan for information about your costs.

Other ways to pay health care costs
There are other kinds of health coverage that may help pay for services and treatment related to permanent kidney failure. They include:
- Employee or retiree coverage from an employer or union
- Medicare Supplement Insurance (Medigap)
- Medicaid
- Veterans' Administration benefits

In most states there are agencies and programs that help with some of the health care costs that Medicare doesn't pay. Call your State Health Insurance Assistance Program (SHIP) if you have questions about health coverage. Visit Medicare.gov/talk-to-someone or call 1-800-MEDICARE to get the phone numbers for your State Survey Agency or ESRD Network. Visit shiphelp.org or call 1-800-MEDICARE to get the phone number for your local SHIP.