MEDICAL ASSOCIATES HEALTH PLANS
HEALTH CARE SERVICES POLICY AND PROCEDURE MANUAL
POLICY NUMBER: PP 3

POLICY TITLE: TRANSPLANTS

POLICY STATEMENT: Provide a consistent process when authorizing coverage for Transplant care for both HMO and Health Choice members.

PROCEDURE:
The following steps outline the process of authorizing for and reporting a transplant member to re-insurance.

1. When a request for a transplant is received, collect as much information about the member and type of transplant that is being requested to begin the authorization. See attached documents (Addendum A –Interlink, B – Lifetrac & C - OptumHealth)

2. Check the member's contract to be sure that transplant is covered and if there are any limitations. (In most contracts, the member is eligible for coverage of up to two transplants per lifetime, not including corneal transplants. Multiple organ transplants performed at the same time are considered as one procedure. Re-transplant means the re-transplant of the same human organ, human tissue, or bone marrow performed within one year of the date of the initial transplant procedure.)

3. Check to make sure the patient is being referred to a designated Transplant Facility for pre-treatment services, transplant procedure and post-discharge services

4. Review the patient's record to be sure there are no contraindications to transplant, such as history of significant co-morbidities that would affect transplant outcomes, (malignancy unrelated to transplant, COPD, Substance Abuse, Coronary Artery Disease, etc.)

5. Contact MAHP's large claim re-insurer at RBSRe and notify them of the transplant request and what vendor MAHP is contracting with.. (Our current contact person is Joanne Blum at jblum@rbsre.com. Her phone number is (617) 742-1800, ext 224 which will be Interlink or Lifetrac. (Normally, Interlink is recommended – contact person is Lisa McLeod at lisa.mcleod@interlinkhealth.com.

6. If the transplant member has Medicare coverage, MAHP will follow Medicare guidelines. Be sure patient is being referred to a Medicare approved facility. There is no need to do referral form for repricing/contracts for Medicare members.

7. For all Commercial MAHP members, complete an on line referral form to either Interlink or Lifetrac. These are found on the internet at www.interlinkhealth.com or www.lifetracnetwork.com. OptumHealth does not have the form on line. Their web site is www.myoptumhealthcomplexmedical.com. Call Pat Ross, Account Manager at 608-725-7359 when there is a transplant case.
   a. To establish a user name and password or gain entry to these sites if it is your first time to do so, particularly if you are using Lifetrac (For Lifetrac, go to the web site and click on

“Log in”. Type in your email address and follow the prompts to obtain a password. For Interlink, go to the web site, click on “Submit a Referral”, complete the form and then follow the prompts to obtain a password, if needed).

b. Click on submit a referral link and fill out the information regarding member demographics, type of transplant, etc.
c. Make a copy of the referral form for the chron file.
d. You should receive confirmation of the request and written quotes for case rates within several days.
e. Give a copy of this information to Dawn Schemmel in the Claims Department, she will forward to the appropriate claims processor.
f. Place the original copy in the chron file.

8. Health Choices – notify the appropriate reinsurance carrier according to plan document. Typically is one of the above companies in # 7.

9. Share information about the potential transplant with Health Care Services Manager and Director as well as the Chief Medical Officer. Be sure member’s primary care provider is aware of the potential transplant.

10. The case manager will need to enter patient information into the Transplant Log and update it monthly. (The member will initially be placed on the Potential Transplant Log and will remain there until the transplant is performed. Once the transplant is done, the patient information will be moved to the Active Transplant List and will remain there for approximately 6 months, until stable, or when notified that the case has been closed.) The Transplant Log is found at H:MCARE/Man Car Adm Sec/Forms/Transplants.

11. When talking to transplant facility, be sure to communicate what agreement applies; Interlink, Lifetrac or OptumHealth for the transplant.

12. Interlink provides a “Pass card” for the member to present when going to appointments so everything is billed correctly as a transplant case. The case manager sends this to the member or family representative along with a client booklet. The case manager makes a f/u phone call after sending to ensure the member or representative received the information and if they have any questions.

13. Please notify the LifeTrac Clinical Team with the date the patient is:
    1. Evaluated
    2. Harvested
    3. Admitted for transplant or ablative/preparative regimen
    4. Transplanted
    5. Discharged from the transplant confinement
    6. Removed from transplant list
    7. Terminated because of Medicare, coverage change, death, etc.

Addendum A – Transplant Care – Interlink Health Services Form
Addendum B – Lifetrac on Line Form
Addendum C – OptumHealth

____ _______________

Judy Riniker, R.N. Date
Manager of Health Care Services/Quality Improvement

____ _______________

Mary Leary, R.N. Date
Director of Health Care Services/Quality Improvement

Original:	07/08
Revised:	11/08
Reviewed:	03/09
Revised:	02/10
Revised:	02/11
Revised:	10/11
Reviewed:	01/12