

Transplant Program Bright HealthCare™ Providers Frequently Asked Questions

1. What is Bright HealthCare's transplant authorization policy?

- a. Bright HealthCare is committed to ensuring that transplant services for members are provided by transplant centers that meet high standards of care, follow best practices, and have exceptional quality, patient satisfaction, outcomes, and affordability.
- b. All transplant procedures (including pre-transplant evaluation and post-transplant services) must be performed at designated Centers of Excellence (COE), Transplant Access Programs (TAP), or Medicare-Approved Transplant Centers (MTC):
 - i. **Individual Family Plan (IFP) Members:** Plan-designated Center of Excellence (COE) or Transplant Access Program (TAP) facilities
 - ii. **Medicare Advantage Members:** Medicare-approved Transplant Center (MTC) facility

2. How will this change affect members?

- a. Members will need to receive and/or transition their transplant care to a COE/TAP/MTC facility for their care to be covered by Bright HealthCare.

3. What are the designated transplant programs available to my patients that our referral partners may consider in-network?

- a. You can find both the Commercial COE and TAP providers as well as the Medicare Advantage COE and TAP providers by visiting the website below:
 - i. <https://www.myoptumhealthcomplexmedical.com/gateway/public/transplants/transplantLinks.jsp>

4. How soon do I need to notify Bright HealthCare of members' potential transplant evaluation/procedure?

- a. It is very important that Bright HealthCare is able to open cases and make referrals to our Transplant Network Program as soon as possible including when the pre-transplant evaluation is submitted.

5. Would a new transplant candidate be able to be evaluated at our transplant program (non-COE, TAP, or MTC facilities)?

- a. In order for the transplant to be covered by Bright HealthCare, the pre-transplant evaluation and transplant procedure will need to be completed at a COE, TAP, or MTC facility.

6. What do I tell my patient who already has a scheduled evaluation visit in place (if at non-COE, TAP, or MTC facility)?

- a. Bright HealthCare will only cover transplant evaluations and procedures conducted at COE, TAP, or MTC facilities. Oftentimes the evaluation tests will not be transferable from one facility to the next.

7. Do our existing listed patients need to transition their care to another transplant program to meet requirements for a COE, TAP, or MTC facility?

- a. Yes, services will only be covered by Bright HealthCare when completed at a COE, TAP, or MTC facility.

8. How do I check the status of my authorization?

- a. Call the Utilization Management (UM) team and use our virtual assistant to check the status of an authorization.
 - i. Commercial: (844) 990-0375
 - ii. Medicare Advantage: (844) 929-0162

9. Who do I contact if I have further questions?

- a. For further questions, please contact the Bright HealthCare Case Management team - (888) 658-6818.

When submitting for transplant evaluations or procedures, you will be required to use the Optum Transplant Network for COEs, TAPs and MTCs.

If you would like a copy of the policy, please contact your provider relations representative.