



Transplant Resource Services

Your health plan offers Transplant Resource Services (TRS), which gives you access to the nation's leading transplant programs through the Transplant Centers of Excellence (COE) network. This program ensures your transplant treatment is based on best practices, and provided by health care professionals with extensive, specialized expertise.

Specialized case management

In addition to giving you access to providers within the COE network, eligible members are paired with nurse case managers who have transplant experience. They can help you understand your transplant benefits and make sure medically needed services are provided as stated in your health plan. They work in coordination with your physician(s), your transplant facility, and your family to help you through the entire transplant process.

Choosing a Transplant Centers of Excellence provider

TRS has developed rigorous qualification standards for providers of complex medical care. Programs are evaluated and selected based on meeting clinical criteria in the following areas:

Transplant program outcomes

- Patient survival
- Organ (graft) survival
- Annual transplant volume

Transplant program structure

- Program experience
- Program accreditation
- Physician experience
- Involvement in improvements to the transplant treatment and process

Transplant program process

- Eligibility criteria
- Medical protocols
- Patient education
- Continuous quality improvement

Coverage for transplants and transplant-related services are based on your health plan's terms, exclusions, limitations and conditions, and include the plan's eligibility requirements and coverage guidelines. Please refer to your benefit document for further details.

If you have questions about your benefits, please contact UnitedHealthcare's Customer Care at the number included in your enrollment information or on your health plan ID card.

Why do I need to know about transplant provider options before I decide where to receive my treatment?

In 2014, more than 48,000 solid organ and stem cell transplants took place at more than 300 facilities*. With so many options, it can be difficult to decide which facility is right for you. And because of the differences in the levels and quality of care provided, selecting the right facility can have a significant impact on your transplant outcomes. Choosing to receive care at a COE network facility means you'll be more likely to benefit in a variety of ways:

- More accurate diagnosis
- Fewer complications
- Shorter hospital stay
- Decreased out-of-pocket costs
- Clinical-evidence-supported treatment plan
- Access to other potential treatment options at a facility that is leading the field
- Planned, coordinated health care provided by a team of experts who regularly work together and specialize in the condition



*Sources:

1. Organ Procurement and Transplantation Network. Advanced report built for counts of facilities reporting transplants in 2014. <https://optn.transplant.hrsa.gov/data/view-data-reports/build-advanced/>. Accessed May 10, 2016.
2. Organ Procurement and Transplantation Network. National Data. <https://optn.transplant.hrsa.gov/data/view-data-reports/national-data/#>. Accessed May 12, 2016.
3. Center for International Blood & Marrow Transplant Research. Current Uses and Outcomes of Hematopoietic Stem Cell Transplantation – 2015 Summary Slides. Downloaded from: <https://www.cibmtr.org/referencecenter/slidesreports/summaryslides/Pages/index.aspx#DownloadSummarySlides>. Accessed May 12, 2016.
4. Be the Match. Transplant Center Search Results. <https://bethematch.org/tcdirectory/search/advanced>. Accessed May 10, 2016.

This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through the nurse support service is for informational purposes only and provided as part of your health plan. The nurse cannot diagnose problems or recommend treatment and is not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. This nurse support service is not an insurance program and may be discontinued at any time. The Centers of Excellence (COE) program providers and medical centers are independent contractors who render care and treatment to health plan members. The COE program does not provide direct healthcare services or practice medicine, and the COE providers and medical centers are solely responsible for medical judgments and related treatments. The COE program is not liable for any act or omission, including negligence, committed by any independent contracted health care professional or medical center.