Anthem Blue Cross

Transplant and Pretransplant Service Request Instructions for Transplant Service Centers

To Request Transplant Services for individual Medicare Advantage Members

Transplant centers: Please start new requests for pretransplant evaluations by submitting the following information at the phone or fax numbers below:

- Demographics such as member name and ID, date of birth and gender
- Diagnosis information
- Type of transplant

If medical necessity criteria are met, the pretransplant evaluation is authorized.

For Existing Cases

Transplant centers should use this process for patients on wait/post-transplant lists. There is no need to make members on these lists inactive — we'll expedite their approval processes.

- Transplant centers should fax a list of their patients to us — include the basic information from above and dates of United Network for Organ Sharing (UNOS) listing or actual transplant procedures.
- Our Medical Director reviews each list and advises whether approvals are granted.
- Medical records can be submitted to us later.
- Single-case agreements with out-of-network facilities are processed as needed.

Next Steps for Approvals

1. Once the evaluation is completed, fax the following information to us:
   - The member's history and physical information
   - Consultation notes
   - Lab values
   - Social history (e.g., social worker's notes)
   - Diagnostic studies
   - Additional information you feel is important to our review decision

2. When medical necessity criteria are met, the transplant center will receive a written notice of approval. Authorizations for transplant procedures are provided at the time of admissions (not in advance).

3. When medical necessity criteria are not met, we will notify the requesting provider and the member. That notification will include appeal rights and instructions.

For all individual Medicare Advantage transplant inquiries and requests:

Phone: 888-830-4300, option 1, followed by option 1 again
Fax: 888-762-3199
The transplant service request process remains unchanged for our group-sponsored Medicare Advantage members.

As of Jan. 1, 2015, members with the following prefixes on their member card represent group-sponsored business only:

JQF JWM VZM VZP WGK WSP  
XDK XDT XGH XGK XKJ XVJ XVL YCG  
YGJ YGS YLR YLV YRA YRE YRU

Anthem Blue Cross Group-sponsored transplant inquiries and requests:

Phone: 800-824-0581  
Fax: 866-255-2471

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