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 and Blue Shield Group-sponsored transplant inquiries and requests:

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

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