



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 helps to ensure your transplant treatment is based on best practices, and provided by health care professionals with extensive, specialized knowledge. In addition to the COE network, eligible members are paired with nurse case managers who have transplant experience. They can help you understand your transplant benefits and help make sure medically needed services are accessible 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
- Involvement in improvements to the transplant treatment and process
- Program accreditation
- Physician experience

Transplant program process

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

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

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

With so many options, it may 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 ways¹:

- 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



Call **1-866-679-0946**, TTY **711**

United
Healthcare

¹ 2020 UHC book of business results

Savings estimates relate to UnitedHealthcare's book-of-business results. All savings estimates represent historical performance and are not a guarantee of future savings.

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 health care 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.

Administrative services provided by UnitedHealthcare Insurance Company, United HealthCare Services, Inc. or their affiliates.