

## TRANSPLANT REQUEST PROCESS JOB AID

Step 1	Initial Transplant Request and How to Request
<b>Place Referral Order</b>	<p>The requesting provider submits Authorization Request for Transplant.</p> <p>Use the Pre-Transplant Referral Order in Affiliate Link/Health Connect or EPIC. The authorization request will auto-route to the correct department depending upon the transplant type and the requesting provider.</p> <ul style="list-style-type: none"> <li>• All kidney transplants will route to Review Services</li> <li>• All contracted provider requests will route to Review Services</li> <li>• All Kaiser Permanente staff practitioner requests (other than kidney) will route to Kaiser Permanente National Transplant Services (NTS)</li> </ul>
Step 2	Type of Transplant
<b>All contracted provider managed transplant types</b>	<p>Review Services will coordinate via written correspondence or verbal/message outreach if additional information is needed.</p> <ul style="list-style-type: none"> <li>• All contracted provider managed requests will route to Review Services.</li> <li>• Review Services will coordinate with KP National Transplant Services (NTS).</li> <li>• NTS Contact: 510-625-2923 Fax: 866-565-2509</li> </ul>
<b>Kidney and Kidney with Pancreas</b>	<p>Review Services will coordinate with Kaiser Permanente Washington Nephrology via written correspondence or verbal/message outreach if additional information is needed.</p> <ul style="list-style-type: none"> <li>• All Kaiser Permanente staff practitioner requests will route to Review Services.</li> <li>• Review Services Contact: 1-800-289-1363</li> </ul>
<b>All other transplant types</b>	<p>National Transplant Services</p> <ul style="list-style-type: none"> <li>• NTS provides case management for members managed and referred by Kaiser Permanente staff practitioners.</li> <li>• For members whose medical care is primarily provided by contracted network specialty providers (HMO, PPO, POS), NTS provides navigational support only.</li> <li>• NTS Contact: 510-625-2923 Fax: 866-565-2509</li> </ul>

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Step 3	How a Transplant Authorization Request is Processed
Decision/ Referral Outcome	<p><b>For ALL transplant types</b></p> <p><b>If the Pre-Transplant Referral has been approved:</b></p> <ul style="list-style-type: none"> <li>• Review Services will add the Surgery Event place holder referral.</li> <li>• Once admitted for the transplant, Care Management adds the admission authorization.</li> <li>• Once the transplant takes place, Care Management adds the date to the admission.</li> <li>• Review Services will add the Post-Transplant Referral.</li> </ul> <p><b>If the Pre-Transplant Referral is modified or denied:</b></p> <ul style="list-style-type: none"> <li>• Review Services will send a detail explanation of denial notice to the member, referring provider, and referred-to provider. The notice will include next steps, including how to appeal the decision.</li> </ul>
Step 4	Travel/Lodging/Donor
Travel/Lodging/Donor	<p><b>Who confirms the member’s benefits/coverage?</b></p> <ul style="list-style-type: none"> <li>• NTS-managed – The NTS transplant coordinator will confirm the member has Kaiser Permanente coverage and then review general travel coverage with the patient as outlined in the travel and lodging policies.</li> <li>• All others – Review Services will confirm benefits and coverage</li> </ul> <p><b>Who contacts the member to discuss benefits/coverage?</b></p> <ul style="list-style-type: none"> <li>• NTS-managed – The NTS transplant coordinator will confirm the member has Kaiser Permanente coverage and then review general travel coverage with the patient as outlined in the travel and lodging policies.</li> <li>• All others – The member will receive written correspondence with information regarding how to contact Member Services regarding their benefits and coverage.</li> </ul> <p><b><u>Travel arrangements</u></b></p> <ul style="list-style-type: none"> <li>• NTS Managed – NTS sends the request for travel to BCD (Kaiser Permanente’s travel vendor)</li> <li>• Kaiser Permanente’s Washington Administrative Coordinator will arrange travel and lodging on behalf of the member</li> </ul>