

## Kaiser Permanente's National Transplant Services: Information for patients

Kaiser Permanente's National Transplant Services (NTS) Program started in 1995 with the goal of providing members access to a network of transplant programs located at premier medical centers. These facilities perform transplant surgeries where successful outcomes are predictably high.

NTS is designed to help patients throughout the transplant process. It provides a single point of contact between Kaiser Permanente and the various transplant centers across the country. All transplant cases are tracked from the time of approval for transplant evaluation until the patient is no longer a Kaiser Permanente member, is no longer eligible for transplant, or is one-year post transplant. After one year post transplant, patients are followed by their normal specialty team.

**Effective January 1, 2022:** To assure the highest quality of care and affordability for our members, Kaiser Permanente Washington will partner with Kaiser Permanente's National Transplant Services (NTS) for all transplants **except** kidney. Kidney transplant surgeries will continue to be followed by the patient's referring provider.

### Navigational support for transplant referrals

NTS navigational support is a consultative service designed to support Kaiser Permanente Washington members referred for transplant care in a transplant center within the Kaiser Permanente National Transplant Network. It is a joint effort and partnership between NTS, Kaiser Permanente Washington, and outside referral departments to facilitate referrals for transplant care in one of the National Transplant Network's transplant programs.

NTS transplant coordinators and other members of the NTS team are available for members seeking answers to transplant-related questions and staff seeking guidance on issues related to transplantation. The Kaiser Permanente Washington transitional care management team provides support to members navigating services at a transplant center.

### Travel and lodging

Costs for travel and lodging for transplant surgery may be part of your Kaiser Permanente benefit plan and vary by health plan. Call Member Services to learn about your benefit plan, what is covered, and any out-of-pocket costs: 1-888-901-4636, Monday through Friday from 8:00 a.m. to 5:00 p.m.

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## Questions about coverage for your transplant surgery

Call Member Services to learn more about your benefit plan, what is covered, and any out-of-pocket costs: 1-888-901-4636, Monday through Friday from 8:00 a.m. to 5:00 p.m.

## Contact information

National Transplant Services (Heart, Lung, Liver, Blood/Bone Marrow)  
888-551-2740 or 510-625-2923

Kaiser Permanente Washington Transitional Case Management Team  
866-656-4183 option 1