


Name of Policy: <u>Financial Policy for Organ Transplant Recipients</u> Policy Number: 3364-100-50-21 Department: Hospital Administration Approving Officer: Chief Executive Officer - UTMC Responsible Agent: Transplant Administrator Scope: The University of Toledo Medical Center	 Effective Date: 4/1/2020 Initial Effective Date: 5/5/1995
<input type="checkbox"/> New policy proposal <input type="checkbox"/> Major revision of existing policy	<input checked="" type="checkbox"/> Minor/technical revision of existing policy <input type="checkbox"/> Reaffirmation of existing policy

(A) Policy Statement

Financial coverage of all patients is evaluated on an individual basis. Those patients deemed medically acceptable for organ transplantation by the University of Toledo Medical Center (“UTMC”) recipient transplant selection process may be provided the option of transplantation. Potential transplant candidates are not discriminated against based upon their financial situation. However, those individuals will be denied transplant who demonstrate a lack of cooperation by:

1. Not applying to prescription assistance programs when needed;
2. Not meeting out-of-pocket medical costs (prescriptions co-pays, insurance deductibles); and/or
3. Not applying for and/or maintaining Medicaid/Medicare Parts A, B, and D.

For patients with inadequate financial coverage and being considered for transplant as "charity", approval must be obtained from the Chief Executive Officer or the Vice President, Medical Affairs.

(B) Purpose of Policy

To provide consistent information to patients pursuing organ transplantation by the transplant team regarding financial information, funding resources, and financial expectations.

(C) Procedure

During the initial referral screening for possible organ transplantation, the Transplant Assistant or designee will gather basic insurance and demographic information to give to the transplant financial coordinator.

The Transplant Financial Coordinator will review all referrals and verify insurance (as necessary), to ensure UTMC is a transplant provider for patients’ insurance.

The Transplant Coordinator will:

1. Inform the patient that UTMC accepts patients for transplant regardless of ability to pay, but financial arrangements will be discussed with the patient during the initial interview by the transplant social worker and transplant financial counselor.
2. Inform the patient that they are responsible for out of pocket expenses, deductibles and co-pays according to their particular insurance plan.
3. Inform the patient that they should keep the transplant financial coordinator and the transplant social worker informed of any changes in insurance, benefits, and/or problems with billing transactions, or insurance company.

The Transplant Financial Coordinator will:

1. Meet with the potential transplant patient during the evaluation process to verify all demographic, insurance and prescription coverage information and outline the patient’s financial responsibilities in relation to transplantation.
2. Determine and discuss with the patient available financial resources and eligibility.
3. Provide patient with handouts regarding possible financial help (i.e., Medicaid, Medicare, SSI and SSD), and the UNOS patient booklet.
4. Provide the patient with a business card for ongoing follow-up and act as the resource person re: insurance issues and/or information, changes in insurance and billing issues.
5. Obtain patient signature on all necessary financial forms.
6. Verify, certify and obtain prior authorizations for all potential transplant candidates. Ensure all insurance requirements have been met for maximum reimbursement.

7. Notify physicians, transplant coordinator and transplant selection committee of patient financial issues.

The Transplant Social Worker will:

1. Meet with all potential transplant patients to complete a psychosocial assessment and determine if other resources are needed (i.e., transportation, indigent medication programs, and home health needs).
2. Provide a written psychosocial assessment to the transplant coordinator for review prior to the patient being presented to the transplant selection committee for possible listing. Follow-up on eligible resources and assist the patient with the completion of forms, applications, and answer questions re: processing application, etc.
3. Discuss available resources for fund raising, grants and prescription assistance programs.
4. Follow up on eligible resources and assist the patient with the completion of prescription assistance forms, other applications and answer questions regarding the application process.
5. Provide a business card for follow-up re: questions regarding resources, etc.
6. Keep the transplant coordinator and the financial coordinator abreast of the status of resources obtained or denied.

<p>Approved by:</p> <p><u>/s/</u> <u>05/22/2020</u> Richard P. Swaine, CPA <u>Date</u> Chief Executive Officer - UTMC</p> <p><i>Review/Revision Completed By:</i> <i>HAS</i> <i>Outcome Management</i> <i>Transplant Administrator</i> <i>Transplant Financial Counselor</i></p>	<p>Review/Revision Date: 8/16/96 4/1/2020 8/19/98 1/26/00 2/11/03 12/13/06 10/3/07 6/2/2008 4/15/2011 4/1/2014</p>
<p>Next Review Date: 4/1/2023</p>	
<p>Policies Superseded by This Policy: 7-50-21 - Financial Policy for Organ Transplant Recipients</p>	