Cigna LifeSOURCE is committed to providing access to quality transplant care, improved health, and lower costs.
Introducing the Cigna LifeSOURCE Health Care Professional Manual May 2013 edition. If you have the previous edition, please be sure to replace it with this up-to-date version.

Enclosed you will find information regarding contacts, claims, terminology, network requirements, and more. This document provides a comprehensive guide to the policies and procedures Cigna LifeSOURCE employs to help you manage Cigna’s customers who face transplant.

Please note, state law may supersede information provided in this manual. Please check your facility’s contract for state-specific information. To check state-specific information, please visit the Cigna for Professionals website (CignaforHCP.com). You must register to view the site, but registration is free.

We hope this Health Care Professional Manual helps you as we work together to help ensure that Cigna LifeSOURCE customers – your patients – receive quality transplant care.

Sincerely,
The Cigna LifeSOURCE Team
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The Components of Cigna LifeSOURCE

The Cigna LifeSOURCE Transplant Network focuses on quality service to our customers and Health Care Professionals. They include:

- National quality program and credentialing
- A comprehensive transplant case management unit
- Coverage positions
- Specially trained claims personnel
- Dedicated contracting and clinical staff
- Travel benefits

Health care and transplant professionals head up the Cigna LifeSOURCE team. This team of dedicated individuals works to uphold and improve all aspects of the Cigna LifeSOURCE Transplant Network®.

A team of Transplant Case Managers with extensive training work out of Pittsburgh, PA. A similar team based in California handles California cases.

Only specially trained processors handle transplant claims, with travel claims going to a dedicated team.
The Cigna LifeSOURCE Transplant Network identifies the stages of Transplantation as “zones”.

**Zone 1**

**Evaluation**

This is the candidacy period. The customer is evaluated by the transplant team to determine if he or she is an acceptable candidate for a transplant. Please contact the transplant case management department prior to referring the patient for a transplant consultation to ensure the correct authorizations are in place.

This zone includes all diagnostic tests performed on the customer and a live donor, if applicable. The transplant center is expected to provide all diagnostic tests. Such tests are not to be outsourced.

While some tests, such as PAP tests and dental exams, may seem less critical to transplant, they are required to ascertain the health status of Cigna LifeSOURCE customers facing transplant. If you are in doubt about required testing, please consult customers’ case managers.

Unless otherwise stated in your facility’s contract, the zone begins when the customer starts the evaluation and must be pre-approved by Cigna for the evaluation. It ends on the date the patient is listed with The United Network for Organ Sharing (UNOS) for solid organs, is accepted for a bone marrow/stem cell/cord blood transplant, or deemed not acceptable as a transplant candidate.
Zone 2
Pre-Transplant

Zone 2 is the pre-transplant period that occurs after Zone 1 and continues until the day prior to the transplant procedure or the beginning of the transplant event. Non-transplant related care (care for the underlying disease condition, treatment of a broken leg, etc.) is typically excluded from the Cigna LifeSOURCE agreement. Please contact the transplant case management department prior to listing the patient for a transplant to ensure that correct authorizations are in place.

**Solid Organs:**
For solid organs, this zone includes transplant-related care only for routine surveillance of the recipient as needed to maintain the recipient’s candidacy status. This includes any testing that would need to be done to determine organ function, clinic visits, registry charges, etc. Zone 2 does not include ongoing maintenance care (such as renal dialysis).

**BMT/SCT/Cord Blood**
In typical contract language for autologous bone marrow/stem cell transplants, the beginning of this zone is represented by the acceptance of the participant into the hospital’s transplant program unless your facility’s contract specifies otherwise.

For allogeneic bone marrow/stem cell transplants, the candidacy zone typically starts after the recipient has been accepted into the program and ends the day prior to the transplant event. The transplant event is considered to begin the first day of the preparative regimen.

Please note, approval is only given for one year at a time. When a patient approaches one year in Zone 2, the case manager will contact your transplant program to find out the status of the patient and to assess whether or not to extend Zone 2 approval.
Zone 3
Transplant Event

For solid organ transplants, Zone 3 begins one day before the actual transplant procedure and ends when the recipient is discharged from the hospital.

For autologous bone marrow/stem cell transplants, the transplant event zone may include mobilization, apheresis, harvest, preparative regimen, and the stem cell infusion.

For allogeneic bone marrow/stem cell/cord blood transplants, Zone 3 begins the day of the transplant event, which is the start of the preparative regimen. It may end on the day of discharge from the transplant admission. Please refer to your facility's contract.

All transplant-related services provided during this time are included in the Zone 3 rate unless there is a specific exclusion referenced in the contract. Please refer to your specific contract for terms related to the management and treatment of the underlying disease.

The Zone 3 end date is specific to each transplant facility's contract. Please consult your contract to determine the exact end date.

Note: The infusion of stem cells or bone marrow that is being done as a “boost” to enhance cell recovery, whether after chemotherapy, or a bone marrow or stem cell transplant, is not considered to be an autologous or allogeneic transplant under the agreement that you have with Cigna LifeSOURCE. This procedure would not trigger another case rate payment, but will be included under the zone 3 case rate if performed during the zone 3 case rate period, or paid under the zone 4 payment rates, as applicable. If the CPT codes 38240 or 38241 are submitted, they will be paid according to the direction in this paragraph.
Zone 4
Post-Transplant Follow-Up

For all transplant types, Zone 4 begins the day after discharge from the transplant event or at another specified time post-transplant. The time period typically included in this zone is one year.

Your facility’s contract should be reviewed for the specific amount of time and the services included in this zone.

Zone 4 usually includes all transplant-related follow-up care for the recipient. If any inpatient services are necessary during this zone, they must be approved by the case manager in order for the charges to be paid.
Cigna LifeSOURCE and Quality Performance

The foundation of the Cigna LifeSOURCE Transplant Network is our quality performance program and credentialing process. The Cigna LifeSOURCE corporate staff administers these programs through the Network Performance Review Committee (NPRC).

The credentialing process is essential in assuring quality performance and in providing Cigna customers and their families with access to excellence in transplant care. Each transplant program under network consideration begins the credentialing process by completing a Request for Information (RFI). The Cigna LifeSOURCE network uses the United Network for Organ Sharing (UNOS) standardized RFI form for all solid organ transplant procedures and the American Society of Blood and Marrow Transplantation (ASBMT) standardized RFI form for all bone marrow/stem cell procedures to support consistency in the process. The RFI provides program-specific data which is evaluated against the Cigna LifeSOURCE performance guidelines, which are developed for each transplant type. Critical components evaluated in the RFI include the following:

- Annual volumes of transplant procedures
- Patient survival rates (at defined intervals)
- Graft survival rates (at defined intervals)
- Transplant wait time
- Facility support
- Readmission rates
- Complication rates
- Team stability
- Team training and experience
- Quality improvement program
- Protocols (patient selection, pre- and post-transplant management)
- Patient safety
- Communication systems
Quality Review Process

To ensure ongoing quality in its network, Cigna LifeSOURCE annually evaluates each transplant program to determine continued compliance with established guidelines (please review the following pages for more details).

The following steps are followed to review the quality of each transplant program that has been designated as a Cigna LifeSOURCE Program of Excellence.

1. For solid programs, a review of the most recent outcome and volume data on www.srtr.org and www.optn.org to determine if the program continues to meet the Cigna LifeSOURCE transplant program inclusion guidelines. Program outcomes are indexed based on a calculated Relative Performance Index (RPI). This RPI is determined from three statistical factors; the 1-year p-value of the O/E ratio for graft and patient survival and the wait list transplant rate and compared to their peers in the same UNOS region. Programs in the upper half of the Relative Performance Index (RPI) for each UNOS region will remain as Programs of Excellence.

2. Solid Organ Programs of Excellence who fall into the lower half of the RPI may move to the Supplemental tier level.

3. For BMT programs, a review of the YTD volumes, and 100 day outcomes and utilization data information as presented on the standardized ASBMT RFI form.
Communicating Your Staff and Program Changes

While the Director of Quality will ask you in the annual review if you have had any changes in your transplant staff or operation of your transplant program, it is important that you let us know when any changes happen. This is a requirement of most Cigna LifeSOURCE contracts. Please email Adriana Mariani at Adriana.Mariani@Cigna.com with any personnel changes or program status changes.
Performance Guidelines for Consideration of Inclusion

All hospitals being considered for the Cigna LifeSOURCE Transplant Network must (1) be a Cigna participating Health Care Professional for all lines of business and (2) maintain hospital accreditation. (e.g., Joint Commission of Hospital Accreditation, or the National Integrated Accreditation for Healthcare Organizations (NIAHO) by Det Norske Veritas (DNV) Healthcare.)

All programs must meet the following accreditations prior to network consideration:

- CMS certification-for solid organ programs - www.cms.hhs.gov/providers/transplant
- FACT accreditation-for BMT programs - www.factwebsite.org
- NMDP participation-for BMT programs- www.marrow.org

I. Minimum Volume Guidelines

Solid Organ Program Annual Volume Guidelines

Must be met for 2 consecutive calendar years unless otherwise specified

<table>
<thead>
<tr>
<th>Adult</th>
<th>Minimum Volume Requirement for each year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heart</td>
<td>12</td>
</tr>
<tr>
<td>Lung</td>
<td>12</td>
</tr>
<tr>
<td>Liver*</td>
<td>12</td>
</tr>
<tr>
<td>Kidney**</td>
<td>25</td>
</tr>
<tr>
<td>Intestinal</td>
<td>10</td>
</tr>
<tr>
<td>PTA/PAK/SPK</td>
<td>Minimum of 6 – Kidney program must be approved</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pediatric</th>
<th>Minimum Volume Requirement for each year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heart</td>
<td>Average of 5 in the 2 most recent years</td>
</tr>
<tr>
<td>Lung</td>
<td>Minimum of 1 in the 2 most recent years</td>
</tr>
<tr>
<td>Liver</td>
<td>5</td>
</tr>
<tr>
<td>Kidney</td>
<td>5</td>
</tr>
<tr>
<td>Intestinal</td>
<td>5</td>
</tr>
</tbody>
</table>

*Liver - 12 total combined deceased and living donor.
**Kidney - 25 total combined deceased and living donor.
Performance Guidelines for Consideration of Inclusion

(continued)

BMT/SCT Program Annual Volume Guidelines
Must be met for 2 consecutive calendar years
• Adult: 50 Total with at least 25 being Allogeneic.
• Pediatric: 15 Total.

II. Solid Organ Annual Program Outcome Guidelines for Program of Excellence and Supplemental Network Tiers

Program of Excellence:
Programs in the upper half of the Relative Performance Index (RPI) for each UNOS region will be considered for the Program of Excellence tier. The RPI is based on three statistical factors; P-Values of the O/E ratios for graft and patient one-year survivals, and the P-value of the waitlist transplant rate from the SRTR/OPTN reports.

• Graft Failure Ratio (O/E): Number of observed graft failures compared to those expected based on the national experience.
• Patient Death Ratio (O/E): Number of observed patient deaths compared to those expected based on the national experience.
• Transplant Rate among Waitlist patients: The time it takes for transplants to be performed in a current year based on the national experience.

Supplemental
Includes transplant programs in the lower half of the Relative Performance Index (RPI) by UNOS region. For Pediatric Heart and Lung programs, the transplant program must have the 1 year data reported in the Scientific Registry of Transplant Recipients (SRTR) website.
Performance Guidelines for Consideration of Inclusion (continued)

III. BMT/SCT Program Annual Outcome Standards – Program of Excellence Only

1. Adult and Pediatric must have FACT certification and NMDP participation.

2. 100 day survival standards must be met:
   - 90% for autologous and 60% for allogeneic.

IV. Programs currently in the LifeSOURCE Network

- Programs of Excellence must continue to meet the minimum volume and outcome performance requirements on an annual basis.
- Programs must comply with the Annual Review of Transplant Programs. Programs that do not respond may be subject to administrative action under the terms of their Agreement with Cigna.
- Programs of Excellence that do not continue to meet the minimum volume, experience statistically lower than expected graft or patient outcomes, or their RPI is lower than the 50th percentile in their UNOS region, may move to the Supplemental level.
- Supplemental programs that are at risk of losing accreditations or certifications will be removed from the Supplemental listing.
Customer Handbook

As Cigna customers are identified as potential transplant patients, they are sent a handbook called, “Your Transplant Benefit Companion.”

This customer handbook includes extensive information on how a customer can best use his or her benefits.

If your Cigna-insured patient does not have a handbook, he or she can get one from his or her Transplant Case Manager.
Role/Relationship of Case Manager

Purpose
The Transplant Case Management Unit includes Utilization Review and Case Management services. It is designed to objectively monitor, evaluate, and positively influence the provision and cost of medical care rendered to those customers referred for transplant case management services.

Goals and Objectives
The Transplant Case Management Unit’s goal is to effectively use available health care resources to ensure and provide quality and appropriate care. This is accomplished by:

- Consistently evaluating procedures and/or treatments to determine the appropriate level of care and health care setting in which the care is to be rendered. This includes transplant-related and other medical services required by a transplant patient while his/her case is “open.”
- Providing and promoting access to appropriate and cost-efficient health care services through appropriate referral to a Cigna LifeSOURCE facility, providing customer education, facilitating communication and developing partnerships among consumers, Health Care Professionals and Cigna in an effort to enhance cooperation and appropriate use of health care services.
- Managing all transplant participants, especially those who are considered at risk of requiring extensive or ongoing health care services or of developing significant health care complications, and facilitating coordination and continuity of care to assist Health Care Professionals in achieving optimal medical outcomes.
- Delivering our services in a customer-service-focused platform. This includes allowing reasonable access and timely communication of decisions made during the transplant case management process.
- Providing services in compliance with requirements of regulatory and accrediting bodies.
- Maintaining strict adherence to participant confidentiality.
- Partnering with the National Quality Review Council to identify and improve transplant service and provide effective monitoring and evaluation of participant care and services.
- Promptly identifying and analyzing opportunities to improve service level, implementing action and follow-up.
- Communicating quality-of-care concerns, as appropriate, to the Cigna Health Plans, Cigna LifeSOURCE medical director(s) and/or Council.

Please call the Transplant Case Manager assigned to your patient prior to providing any services.

Please note that if a participant had Medicare as their primary insurance due to End Stage Renal Disease or Kidney Transplant the Transplant Case Management unit will not manage those transplant participants.
Contact Listing for Transplant Case Management Unit

Pittsburgh Care Center  
Attn: Transplant Case Management  
3200 Park Lane Drive  
Pittsburgh, PA  15275  

Hours of operation 8 a.m.– 6 p.m. EST

General LifeSOURCE Case Management Transplant Unit Numbers

<table>
<thead>
<tr>
<th>Number</th>
<th>Type of Line/Response</th>
<th>Intended Uses</th>
</tr>
</thead>
</table>
| 1.800.668.9682      | Prompts will direct the caller to the appropriate confidential mailbox  
Calls regarding urgent requests will be returned within 2 hours. Other calls will be returned within 24-48 hours | • All new referrals should go to this number  
• Questions from facilities or other sources in regard to an active case should be directed to this line for contact with the case manager |
| 1.877.598.2484      | FAX                                                       | General FAX number                                                           |

The Transplant Case Manager is your direct link to all pre-authorizations for transplant and non-transplant related services. Once your patient enters transplant case management, all services are handled by the assigned case manager for total patient care.

Examples of when the case manager should be contacted include, but are not limited to:

• Prior to the patient’s transplant consultation  
• To obtain Zone 1 evaluation testing approval  
• Prior to any movement between Zones  
• Prior to listing for the transplant  
• Prior to any inpatient admission, whether transplant-related or not  
• Prior to all specific tests, such as MRI, CT Scans, PET Scans, etc.  
• Prior to scheduling any home health care, DME, infusions (including IVIG), etc.  
• To obtain pre-authorization for any plan-specific requirements

Frequent contact with the assigned case manager is vital to ensuring that all care is approved and authorized. If there is any question as to whether a service requires pre-authorization, the assigned case manager will be able to accurately advise you. This partnership helps to provide the best care and coverage for our customer/your patient.
Criteria Tools

Coverage Positions/Clinical Resource Tools/Criteria

When appropriate, the following guidelines are used for prior authorization, concurrent and retrospective review of coverage for transplant-related services, non-transplant services and procedures, inpatient admissions, and home care services.

- Coverage Positions (CPs) or Transplant Clinical Resource Tools (CRTs) are developed and maintained under the Cigna Clinical Review Unit (CRU) medical management unit under the direction of Cigna LifeSOURCE medical director(s). These are developed, maintained and reviewed for all transplant procedures, including living donors.

Cigna LifeSOURCE recognizes that transplant procedures are varied and change as medicine advances. Thus, we have posted our criteria for transplantation on a website so that we may keep it up-to-date.

For up-to-date Cigna LifeSOURCE criteria for various transplant procedures, please visit the Cigna website at Cigna.com/health/provider/medical/index.html. Click on Coverage Positions/Criteria then on Medical Categories. From there, click on the procedure to find the appropriate Cigna LifeSOURCE criteria.

- Milliman Care Guidelines for elective and emergent, inpatient, outpatient, and home care services.

- Optimal Treatment Guidelines (OTG) for appropriateness of surgical procedures and alternative diagnostic and treatment approaches.

- Tools to Administer Benefits (TABS), and Administrative Policies and Procedures (APP).

- Other non-transplant Clinical Resource Tools (CRTs) and Benefit Interpretation Resource Tools (BIRTs).
Clinical Coverage Decisions and Appeals

Prior Authorization

While Cigna has eliminated some pre-certification (prior authorization) requirements, we still believe pre-certification in situations such as transplant continues to deliver value for you and your patients.

Precertification is required for all zone movement.

- Consultations for transplant should be pre-approved even if not asking for evaluation approval
- Should be used to facilitate agreement to zone dates
- Serves as point of entry to validate eligibility and coverage
- Precertification required for all IVIG services

Please note that prior authorization must be obtained for additional surgical procedures that are performed on the same day as the transplant procedure or in the same admission as the transplant.

Authorization Process

1. Call 1.800.668.9682 and follow phone prompts to reach a transplant referral analyst; fax to 1.412.747.7911
2. An analyst assigns the case to a transplant case manager and coverage specialist
3. The case manager will contact you and inform you of the customer’s basic transplant coverage
4. If transplant is recommended following evaluation, contact Transplant Case Manager with evaluation results including:
   - results of evaluation testing
   - letter recommending transplant event approval
Clinical Coverage Decisions and Appeals (continued)

Coverage Determinations
Only a Medical Director can deny authorization for clinically based services. A participant, his or her authorized representative, or a Health Care Professional of care has the right to appeal denial of coverage for services.

Appeals Of Coverage Determinations
This process generally includes provisions for expedited appeals (where appropriate), two internal levels of appeal and, in many instances, an external appeal conducted by an independent review organization. The appeals process may be adjusted to comply with state and/or federal guidelines.

Clinical Trial Determinations
A Cigna customer’s participation in a clinical trial is dependent upon that Participant’s specific benefit language and on legislative mandates. Please discuss with the Transplant Case Manager as soon as you think a Participant might be a candidate for a clinical trial prior to signing them up for the trial.
Transplant Case Management Referral Process

You must contact the Transplant Case Manager before providing any services.

1. Use the editable Referral Form at www.CignaLifeSOURCE.com under the “Support Services” tab. Download the form, add the information requested and fax to 1.877.598.2484.
2. Call the Transplant Case Management Unit at 1.800.668.9682 (see below).
3. Fax a copy of the form on pages 22 and 23 to 1.877.598.2484.

If you choose to call, please provide the Transplant Referral Analyst with the following:
- Patient’s first name and last name with spelling
- Patient’s Cigna ID number
- Caller’s name and return phone number
- Transplant type requested and date of planned evaluation or procedure (if known)

Case is assigned to a Transplant Case Manager who will:
1. Work with a Coverage Specialist to verify the eligibility of the customer
2. Review coverage information
3. Contact the Health Care Professional/facility
4. Contact the customer
Cigna LifeSOURCE Transplant Network® Referral Form

Complete this editable Referral Form found at www.CignaLifeSOURCE.com under the “Support Services” tab and fax it to 1.877.598.2484. An example of the form is found on this page and continued on page 23.

*Indicates a required field.

Date: ______________________________________________________________________________

* Name of person making referral: _______________________________________________________

* Call back number: __________________________________________________________________

* Patient’s name: _____________________________________________________________________

* Date of birth: ______________________________________________________________________

* Insured’s ID #: _____________________________________________________________________

* Member’s ID #: _____________________________________________________________________

* Group Account #: ___________________________________________________________________

* Employer: _________________________________________________________________________

* Patient’s address: __________________________________________________________________

___________________________________________________________________________________

* Patient’s Phone: ____________________________________________________________________

Doctor information

* Name: ___________________________________________________________________________

* Address: __________________________________________________________________________

* City: _____________________________  * State: ________  * ZIP code: ______________________

* Phone: ___________________________________________________________________________

* TIN: ______________________________________________________________________________
Facility information

* Name: ________________________________________________________________

* Address: _____________________________________________________________

* City: _____________________________  * State: ________  * ZIP code: ____________________

* Phone:  __________________________________________________________________________

* TIN:  __________________________________________________________________________

* Transplant coordinator:  _____________________________________________________________

* Phone:  __________________________________________________________________________

* Financial coordinator:  ______________________________________________________________

* Phone:  __________________________________________________________________________

Transplant information

* Transplant type:   __________________________________________________________________

* Diagnosis:   _______________________________________________________________________

* Has patient started evaluation?  ☐ Yes  ☐ No

If so, when?   _______________________________________________________________________

Is patient on dialysis? (if applicable)  ☐ Yes  ☐ No

If so, when started?   __________________________________________________________________

If bone marrow transplant (check applicable)

☐ Auto  ☐ Allo  ☐ Related  ☐ Unrelated

If lung transplant (check applicable)  ☐ Single  ☐ Double

* Other Insurance?  ☐ Yes  ☐ No

If so, what company?  ______________________________________________________________

Who is the primary carrier?  __________________________________________________________

This is not a request for medical records; no payment will be made for medical records sent. Submitting this Referral Form does not guarantee services will be certified as medically necessary and/or covered under the applicable health benefit plan. Once the completed form is returned, a transplant case manager should contact you within 24–48 hours.

Thank you
Medical Documentation Checklists

Case managers in the Transplant Case Management Unit use checklists similar to the following to ensure all needed tests have been done and submitted. We hope you can use them as a guide to Cigna’s needs as we manage your patients’ coverage.
Referral

Medical Documentation Necessary for Referral for Evaluation – Obtain From PCP Or SCP

The following information should be requested of all participants:

– Letter of medical necessity describing transplant procedure

or

– Clinical data to support the request
Stem Cell/Bone Marrow Transplant – Adult

In order to perform the most complete review possible, Transplant Case Managers typically request the following information including, but not limited to:

**Cardiopulmonary**
- Chest x-ray or CT of the chest
- EKG
- Echocardiography or radionuclide ventriculogram (MUGA)
- Pulmonary function testing with DLCO and ABG (on room air)
- Carotid artery exam if over 50 years of age or the suspicion of atherosclerotic disease; imaging studies if abnormal physical exam

**Labs**
- CBC, Chemistry panel, Liver profile and Renal profile
- Estimated GFR or Creatinine clearance if Creatinine greater than 2.0
- ABO blood type & HLA typing (allogeneic only)
- HIV status
- Hepatitis serologies

**Cancer Surveillance**
- Ages 50 and older – age and condition appropriate colon cancer screening (can include Colonoscopy or Sigmoidoscopy or Fecal Occult Blood Test x3)
- Males ages 50 and older – PSA and/or digital rectal exam
- Females ages 21 and older – gynecological exam with pap smear within the past 3 years
- Females ages 50 and older – mammography within the past 3 years

**Other Requirements**
- Recent History & Complete Physical Examination (including rectal/pelvic, breast and oral/dental, unless contraindicated)
- Psychosocial evaluation performed
- Bone Marrow Biopsy if possible marrow infiltration of malignancy AND plan to harvest marrow as stem cell source
- Dental evaluation with treatment of existing caries
- PPD testing for tuberculosis with history of exposure, past history or family history of tuberculosis, or abnormal chest x-ray
- Documentation of Candidacy approval by Selection Committee
- Karnofsky performance score
- Protocol or Written Transplant Treatment Plan
- Additional testing or clearance required by the transplant team to address any co-morbidities not included above

Please include all documents that include or refer to the information the doctor or hospital reviewed or relied upon in reaching the decision to transplant this patient. Please note that an authorization for coverage decision will NOT be made until these records are received and reviewed.
Stem Cell/Bone Marrow Transplant – Pediatric

In order to perform the most complete review possible, Transplant Case Managers typically request the following information including, but not limited to:

**Cardiopulmonary**
- Chest x-ray
- EKG
- Pulmonary function testing with DLCO and ABG (on room air) if age > 6 years
- Echocardiography or radionuclide ventriculogram (MUGA)

**Labs**
- CBC, Chemistry panel, Liver profile and Renal profile
- ABO blood type & HLA typing (allogeneic only)
- HIV status
- Hepatitis serologies
- Estimated GFR or Creatinine clearance if creatinine greater than 2.0

**Other Requirements**
- Recent History & Complete Physical Examination (including oral/dental)
- Psychosocial evaluation of caregivers performed at the transplant center
- Bone marrow biopsy
- Dental evaluation with treatment of existing caries
- PPD testing for tuberculosis with history of exposure, past history or family history of tuberculosis, or abnormal chest x-ray
- Documentation of Candidacy approval by Selection Committee
- Karnofsky performance score
- Protocol or Written Transplant Treatment Plan
- Additional testing or clearance required by the transplant team to address any co-morbidities not included above

Please include all documents that include or refer to the information the doctor or hospital reviewed or relied upon in reaching the decision to transplant this patient. Please note that an authorization for coverage decision will NOT be made until these records are received and reviewed.
Heart Or Heart/Lung Transplant – Adult

In order to perform the most complete review possible, Transplant Case Managers typically request the following information including, but not limited to:

**Cardiopulmonary**
- Chest x-ray or CT chest
- EKG
- Echocardiography or radionuclide ventriculogram (MUGA) or Cardiac catheterization
- Pulmonary function tests: Spirometry and room air arterial blood gas
- VQ scan (or CT Angiogram) if history of DVT or pulmonary embolism
- Carotid artery exam if over 50 or the suspicion of atherosclerotic disease; imaging studies if abnormal physical exam

**Labs**
- CBC, Chemistry panel, Liver profile and Renal profile
- Estimated GFR or Creatinine Clearance if creatinine is greater than 2.0
- HIV status
- ABO blood type
- Hepatitis serologies

**Cancer Surveillance**
- Ages 50 and older – age and condition appropriate colon cancer screening (can include Colonoscopy or Sigmoidoscopy or Fecal Occult Blood Test x3)
- Males ages 50 and older – PSA and/or digital rectal exam.
- Females ages 21 and older – gynecological exam with pap smear within the past 3 years
- Females ages 50 and older – mammography within the past 3 years

**Other Requirements**
- MRI or CT of Thorax only if > 40 and has a history of smoking
- Recent History & Complete Physical Examination (including rectal/pelvic, breast and oral/dental, unless contraindicated)
- Psychosocial evaluation performed at the transplant center
- Documentation of Candidacy approval by Selection Committee
- Dental evaluation with treatment of existing caries
- PPD testing for tuberculosis with history of exposure, past history or family history of tuberculosis, or abnormal chest x-ray
- Additional testing or clearance required by the transplant team to address any co-morbidities not included above

Please include all documents that include or refer to the information the doctor or hospital reviewed or relied upon in reaching the decision to transplant this patient. Please note that an authorization for coverage decision will NOT be made until these records are received and reviewed.
Heart Or Heart/Lung Transplant – Pediatric

In order to perform the most complete review possible, Transplant Case Managers typically request the following information including, but not limited to:

**Cardiopulmonary**
- Chest x-ray or CT chest
- EKG
- Echocardiography or radionuclide ventriculogram (MUGA) or Cardiac catheterization

**Labs**
- CBC, Chemistry panel, Liver profile and Renal profile
- HIV status
- ABO blood type
- Estimated GFR or Creatinine clearance if creatinine is greater than 2.0
- Hepatitis serologies

**Other Requirements**
- Recent History & Complete Physical Examination (including oral/dental)
- Psychosocial evaluation of caregivers performed at the transplant center
- Documentation of Candidacy approval by Selection Committee
- Dental evaluation with treatment of existing caries
- PPD testing for tuberculosis with history of exposure, past history or family history of tuberculosis, or abnormal chest x-ray
- Additional testing or clearance required by the transplant team to address any co-morbidities not included above

Please include all documents that include or refer to the information the doctor or hospital reviewed or relied upon in reaching the decision to transplant this patient. Please note that an authorization for coverage decision will NOT be made until these records are received and reviewed.
Kidney Transplant – Adult

In order to perform the most complete review possible, Transplant Case Managers typically request the following information including, but not limited to:

**Cardiopulmonary**
- Chest x-ray or CT chest
- EKG
- Echocardiography if have cardiomegaly, history of heart failure or heart disease
- Carotid artery exam if over 50 or the suspicion of atherosclerotic disease; imaging studies if abnormal physical exam

**Labs**
- CBC, Chemistry panel, Liver profile and Renal profile
- Estimated GFR or Creatinine Clearance if not on dialysis
- HIV status
- ABO blood type
- Hepatitis serologies

**Cancer Surveillance**
- Ages 50 and older – age and condition appropriate colon cancer screening (can include Colonoscopy or Sigmoidoscopy or Fecal Occult Blood Test x3)
- Males ages 50 and older – PSA and/or digital rectal exam
- Females ages 21 and older – gynecological exam with pap smear within the past 3 years
- Females ages 50 and older – mammography within the past 3 years

**Other Requirements**
- Recent History & Complete Physical Examination (including rectal/pelvic, breast and oral/dental)
- Psychosocial evaluation performed at the transplant center
- Documentation of Candidacy approval by Selection Committee
- Dental clearance if abnormal physical exam
- PPD testing for tuberculosis with history of exposure, past history or family history of tuberculosis, or abnormal chest x-ray
- Additional testing or clearance required by the transplant team to address any co-morbidities not included above

Please include all documents that include or refer to the information the doctor or hospital reviewed or relied upon in reaching the decision to transplant this patient. Please note that an authorization for coverage decision will NOT be made until these records are received and reviewed.
Kidney Transplant – Pediatric

In order to perform the most complete review possible, Transplant Case Managers typically request the following information including, but not limited to:

### Cardiopulmonary
- Chest x-ray or CT chest
- EKG

### Labs
- CBC, Chemistry panel, Liver profile and Renal profile
- Estimated GFR or Creatinine clearance if not on dialysis
- HIV status
- ABO blood type
- Hepatitis serologies

### Other Requirements
- Recent History & Complete Physical Examination (including oral/dental)
- Psychosocial evaluation of caregivers performed at the transplant center
- Documentation of Candidacy approval by Selection Committee
- Dental clearance if abnormal physical exam
- PPD testing for tuberculosis with history of exposure, past history or family history of tuberculosis, or abnormal chest x-ray
- Additional testing or clearance required by the transplant team to address any co-morbidities not included above

Please include all documents that include or refer to the information the doctor or hospital reviewed or relied upon in reaching the decision to transplant this patient. Please note that an authorization for coverage decision will NOT be made until these records are received and reviewed.

These checklists are to be used as a guide and are not absolute. Please contact your patient’s case manager if you have questions or concerns.
Liver, Intestine or Multivisceral Transplant – Adult

In order to perform the most complete review possible, Transplant Case Managers typically request the following information including, but not limited to:

**Cardiopulmonary**
- Chest x-ray or CT chest
- EKG
- Echocardiography or radionuclide ventriculogram (MUGA)
- Arterial Blood Gas and/or Pulse Oximetry (on room air)
- Carotid artery exam if over 50 or the suspicion of atherosclerotic disease; imaging studies if abnormal physical exam

**Labs**
- CBC, Chemistry panel, Liver profile and Renal profile
- Estimated GFR or Creatinine Clearance if Creatinine over 2.0
- HIV status
- Hepatitis serologies
- CMV
- PT/INR
- ABO blood type
- Abdominal CT or MRI or Ultrasound

**Cancer Surveillance**
- Ages 50 and older – age and condition appropriate colon cancer screening (can include Colonoscopy or Sigmoidoscopy or Fecal Occult Blood Test x3)
- Males ages 50 and older – PSA and/or digital rectal exam
- Females ages 21 and older – gynecological exam with pap smear within the past 3 years
- Females ages 50 and older – mammography within the past 3 years

**Other Requirements**
- Recent History & Complete Physical Examination (including rectal/pelvic, breast and oral/dental)
- Psychosocial evaluation performed at the transplant center
- Documentation of Candidacy approval by Selection Committee
- MELD Score
- Dental clearance if abnormal physical exam
- PPD testing for tuberculosis with history of exposure, past history or family history of tuberculosis, or abnormal chest x-ray
- Additional testing or clearance required by the transplant team to address any co-morbidities not included above

Please include all documents that include or refer to the information the doctor or hospital reviewed or relied upon in reaching the decision to transplant this patient. Please note that an authorization for coverage decision will NOT be made until these records are received and reviewed.
Liver, Intestine or Multivisceral Transplant – Pediatric

In order to perform the most complete review possible, Transplant Case Managers typically request the following information including, but not limited to:

**Cardiopulmonary**
- Chest x-ray or CT chest
- EKG
- Arterial Blood Gas and/or Pulse Oximetry (on room air)

**Labs**
- CBC, Chemistry panel, Liver profile and Renal profile
- HIV status
- Hepatitis serologies
- CMV obtained
- PT/INR
- ABO blood type
- Estimated GFR or Creatinine Clearance if Creatinine over 2.0

**Other Requirements**
- Recent History & Complete Physical Examination (including oral/dental)
- Abdominal CT or MRI or Ultrasound
- Psychosocial evaluation of caregivers performed at the transplant center
- Documentation of Candidacy approval by Selection Committee
- PELD Score
- Dental clearance if abnormal physical exam
- PPD testing for tuberculosis with history of exposure, past history or family history of tuberculosis, or abnormal chest x-ray
- Additional testing or clearance required by the transplant team to address any co-morbidities not included above

Please include all documents that include or refer to the information the doctor or hospital reviewed or relied upon in reaching the decision to transplant this patient. Please note that an authorization for coverage decision will NOT be made until these records are received and reviewed.
Lung Transplant – Adult

In order to perform the most complete review possible, Transplant Case Managers typically request the following information including, but not limited to:

**Cardiopulmonary**
- Chest x-ray or CT chest
- Pulmonary function tests: Spirometry, Volumes, DLCO and room air arterial blood gas
- EKG
- Echocardiography or Right Heart catheterization
- Exercise performance assessment or 6 Minute Walk
- MRI or CT of Thorax
- CT Angiogram or VQ scan if history of DVT or pulmonary embolism, or evidence of pulmonary hypertension on Echocardiography or Cardiac catheterization
- Carotid artery exam if over 50 or the suspicion of atherosclerotic disease; imaging studies if abnormal physical exam

**Labs**
- CBC, Chemistry panel, Liver profile and Renal profile
- Estimated GFR or Creatinine clearance if creatinine is greater than 2.0
- HIV status
- ABO blood type
- Hepatitis serologies

**Cancer Surveillance**
- Ages 50 and older – age and condition appropriate colon cancer screening (can include Colonoscopy or Sigmoidoscopy or Fecal Occult Blood Test x3)
- Males ages 50 and older – PSA and/or digital rectal exam
- Females ages 21 and older – gynecological exam with pap smear within the past 3 years
- Females ages 50 and older – mammography within the past 3 years

**Other Requirements**
- Recent History & Complete Physical Examination (including rectal/pelvic, breast and oral/dental, unless contraindicated)
- Psychosocial evaluation performed at the transplant center
- Documentation of Candidacy approval by Selection Committee
- Lung Allocation Score (LAS)
- Dental clearance if abnormal physical exam
- PPD testing for tuberculosis with history of exposure, past history or family history of tuberculosis, or abnormal chest x-ray
- Additional testing or clearance required by the transplant team to address any co-morbidities not included above

Please include all documents that include or refer to the information the doctor or hospital reviewed or relied upon in reaching the decision to transplant this patient. Please note that an authorization for coverage decision will NOT be made until these records are received and reviewed.
Lung Transplant – Pediatric

In order to perform the most complete review possible, Transplant Case Managers typically request the following information including, but not limited to:

**Cardiopulmonary**
- Chest x-ray
- Pulmonary function tests: Spirometry, Volumes, DLCO if > 6 years old
- Room air arterial blood gas
- EKG
- Echocardiography or Right Heart catheterization

**Labs**
- CBC, Chemistry panel, Liver profile and Renal profile
- HIV status
- ABO blood type
- Estimated GFR or Creatinine clearance if creatinine is greater than 2.0
- Hepatitis serologies

**Other Requirements**
- Recent History & Complete Physical Examination (including oral/dental)
- Psychosocial evaluation of caregivers performed at the transplant center
- Documentation of Candidacy approval by Selection Committee
- Lung Allocation Score (LAS)
- Dental clearance if abnormal physical exam
- PPD testing for tuberculosis with history of exposure, past history or family history of tuberculosis, or abnormal chest x-ray
- Additional testing or clearance required by the transplant team to address any co-morbidities not included above

Please include all documents that include or refer to the information the doctor or hospital reviewed or relied upon in reaching the decision to transplant this patient. Please note that an authorization for coverage decision will NOT be made until these records are received and reviewed.
Pancreas or Kidney/Pancreas Transplant – Adult

In order to perform the most complete review possible, Transplant Case Managers typically request the following information, including, but not limited to:

**Cardiopulmonary**
- Chest x-ray or CT chest
- EKG
- Echocardiography or radionuclide ventriculogram (MUGA)
- Carotid artery exam if over 50 or the suspicion of atherosclerotic disease; imaging studies if abnormal physical exam

**Labs**
- CBC, Chemistry panel, Liver profile and Renal profile
- Estimated GFR or Creatinine Clearance if Creatinine greater than 2.0
- Hgb A1C
- HIV status
- ABO blood type
- Hepatitis serologies

**Cancer Surveillance**
- Ages 50 and older – age and condition appropriate colon cancer screening (can include Colonoscopy or Sigmoidoscopy or Fecal Occult Blood Test x3)
- Males ages 50 and older – PSA and/or digital rectal exam
- Females ages 21 and older – gynecological exam with pap smear within the past 3 years
- Females ages 50 and older – mammography within the past 3 years

**Other Requirements**
- Recent History & Complete Physical Examination (including rectal/pelvic, breast and oral/dental)
- Ophthalmic Evaluation
- Psychosocial evaluation performed at the transplant center
- Documentation of Candidacy approval by Selection Committee
- Dental clearance if abnormal physical exam
- PPD testing for tuberculosis with history of exposure, past history or family history of tuberculosis, or abnormal chest x-ray
- Additional testing or clearance required by the transplant team to address any co-morbidities not included above

Please include all documents that include or refer to the information the doctor or hospital reviewed or relied upon in reaching the decision to transplant this patient. Please note that an authorization for coverage decision will NOT be made until these records are received and reviewed.
Pancreas or Kidney/Pancreas Transplant – Pediatric

In order to perform the most complete review possible, Transplant Case Managers typically request the following information, including, but not limited to:

**Cardiopulmonary**
- Chest x-ray or CT chest
- EKG
- Echocardiography or radionuclide ventriculogram (MUGA)

**Labs**
- CBC, Chemistry panel, Liver profile and Renal profile
- Hgb A1C
- HIV status
- ABO blood type
- Estimated GFR or Creatinine clearance if Creatinine greater than 2.0
- Hepatitis serologies

**Other Requirements**
- Recent History & Complete Physical Examination (including oral/dental)
- Psychosocial evaluation of caregivers performed at the transplant center
- Documentation of Candidacy approval by Selection Committee
- Dental clearance if abnormal physical exam
- PPD testing for tuberculosis with history of exposure, past history or family history of tuberculosis, or abnormal chest x-ray
- Additional testing or clearance required by the transplant team to address any co-morbidities not included above

Please include all documents that include or refer to the information the doctor or hospital reviewed or relied upon in reaching the decision to transplant this patient. Please note that an authorization for coverage decision will NOT be made until these records are received and reviewed.
Claims Submissions

To check on the status of transplant claims, please call the applicable Cigna LifeSOURCE Transplant Network® dedicated customer service number listed below. Please have the following information available when you call:

1) Patient’s name
2) Patient’s ID number
3) Dates of service for claims in question

Do not submit claims to the address on the member’s regular ID card. This may delay payment or result in incorrect payment.

Please do not submit claims electronically.

For Cigna HealthCare members (excluding Cigna West)

Please submit claims to the following addresses:

<table>
<thead>
<tr>
<th>Cigna HealthCare (including Cigna Global and SAR):</th>
<th>SAMBA account:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cigna LifeSOURCE Transplant Claims 7555 Goodwin Road Chattanooga, TN 37421 Customer service: 1.800.287.0539</td>
<td>Cigna LifeSOURCE Samba P.O. Box 188007 Chattanooga, TN 37422 Customer service: 1.800.287.0539</td>
</tr>
</tbody>
</table>

For Cigna West members

Please submit claims to the following address:

Cigna LifeSOURCE Transplant Claims P.O. Box 3539 Scranton, PA 18505 Customer service: 800.663.8081

For Network Access Clients (NAC)

Please submit claims to the following address:

Cigna LifeSOURCE Transplant Claims P.O. Box 3539 Scranton, PA 18505

For inquiries:

Last names beginning:  
A–D: contact Jennifer at 570.654.1463  
E–K: contact Rachel at 559.732.1062  
L–R: contact Kerry at 205.481.0072  
S–Z: contact Maryann at 559.747.3948
Bundle Billing

- If the hospital and physicians are reimbursed under a single Zone 3 case rate, the hospital must bill all hospital and physician claims for services rendered during the transplant admission, or transplant period, as one packet with a cover sheet.

- If the hospital and physician group have separate Zone 3 case rates, the hospital and physician group must bundle bill their respective claims as outlined above.

- Interim bills for Zone 3 will be accepted as long as a cover sheet is included with each submission. The Zone 3 case rate payment will be made on the first packet submission. Contract terms and provisions will continue to apply to processing of any subsequent Zone 3 claims. For bone marrow/stem cell transplants, a global packet after each bone marrow/stem cell infusion may be submitted, but the global packet must include all applicable claims for that transplant period.

Note: Shared Administration Reimbursement (SAR) and Network Access Clients (NAC) will not process a global case rate zone payment unless all hospital and physician claims are included in the packet, even if there is no inlier or outlier provisions that would apply.
Sample Claims Cover Sheet

To: Cigna LifeSOURCE Transplant Network
    7555 Goodwin Road
    Chattanooga, TN 37421

From: Facility Name Department
Address
City, State, Zip

Payments should be made to:
Facility Name
Address
City, State, Zip
Tax ID: 99-9999999
NPI: 123456789

Contact Name: ____________________________
Contact Number: ____________________________
Date Submitted: ____________________________
Patient Name: ____________________________
Customer’s ID#: ____________________________
Type of Transplant: ____________________________
Auth #: ____________________________

Transplant Payment Summary
Zone 3 Dates: ____________________________
(Beginning and End Date of Zone)
Total Hospital Charges: ____________________________
Total Physician Charges: ____________________________
Total Billed Charges: ____________________________
Expected Case Rate: ____________________________
Expected Reimbursement: ____________________________
Expected Outlier Reimbursement: (if applicable) ____________________________
Comments: (Any special instructions or comments)
______________________________________________________________________________
Required Claim Documentation

• Multiple zones should not be billed on one UB claim form, unless specifically identified otherwise in your contract. Typically, the charges for each zone should be on a separate UB claim form.

• Charges for non-transplant-related care should be submitted on a separate UB claim form from the transplant-related care charges.

• Claims for split years must either be submitted with separate UB claim forms for each year OR with an itemization that includes revenue codes and dates of service for each charge.

• There may be other instances in which an itemization is required in order to process your claim. When an itemization is requested, it should always include the revenue code and date of service for each charge.

Once a patient enters transplant case management, all claims for that patient are handled by our dedicated transplant claims teams – including non-transplant-related services. This dedicated claims service continues for one year post-transplant to ensure that all transplant-related claims are reimbursed accurately.
Cigna Internal Health Care Professional Appeal Policy

1. Payment or Termination Appeal Process

In the event that Hospital has a dispute with respect to a payment or a termination, the dispute shall be submitted for review and resolution to the Cigna designee identified by Cigna in Cigna’s explanation of payment or termination letter, as applicable (the “First Level Review”). Hospital must submit a request for a First Level Review of a payment dispute within 180 days of the date of the initial explanation of payment and a request for a First Level Review of a termination dispute within 30 days of the date of the termination letter. If Hospital is not satisfied with the resolution at the First Level Review, Hospital may submit the matter for a Second Level Review to the Cigna designee identified in the First Level Review decision letter (the “Second Level Review”). Hospital must submit a request for a Second Level Review within 60 days of the date of the letter communicating the First Level Review decision. The Second Level Review decision will be binding on Cigna and Hospital if the resolution is accepted by Hospital.

2. Arbitration of All Disputes

Disputes regarding Hospital’s payment or termination that are not resolved through the aforementioned process and any other dispute between the parties regarding the performance or interpretation of the Health Care Professional agreement shall be resolved by arbitration between the parties. Either party may initiate arbitration by providing written notice to the other party. With respect to a Hospital payment or termination dispute, Hospital must submit a request for arbitration within one year of the date of the letter communicating the Second Level Review decision.

The terms and conditions of the arbitration provision in the Health Care Professional agreement shall control.

If Hospital fails to request a First Level Review, Second Level Review or Arbitration of Hospital’s payment or termination dispute within the applicable timeframes, Cigna’s last determination regarding the dispute shall be binding on Hospital. Hospital shall not bill the Participant for payments that are denied on the basis that Hospital failed to submit the request for review or arbitration within the required timeframes.

For more information on how to appeal a denial, please contact the patient’s Transplant Case Manager.
Cigna LifeSOURCE Travel Benefit

Cigna offers a transplant travel benefit to eligible participants up to $10,000 when they choose a Cigna LifeSOURCE Program of Excellence. This benefit covers eligible transportation, lodging and meal expenses for the transplant recipient and one caregiver (up to two caregivers for a dependent minor) when traveling to and from their home and the Cigna LifeSOURCE transplant facility. The recipient must participate in the transplant case management program to be eligible for this benefit. The travel program is available only when Cigna has authorized coverage for a transplant at a Cigna LifeSOURCE Transplant Network facility that is contracted for the specific transplant being requested and when the facility is located more than 60 miles (one-way) from the recipient’s home. The customer must receive approval from their case manager in order to use this benefit. This benefit may not be the same for all customers.
Air Ambulance Transport for Transplant

Air ambulance transport is covered when medically necessary – only if the individual’s medical condition is such that transportation by basic or advanced life support is required; land ambulance is not clinically appropriate due to the medical condition; or land ambulance transportation is not available or feasible.

Important points to note

1. Coverage for air ambulance transport is limited to the closest appropriate Cigna LifeSOURCE Transplant Network® Center of Excellence or other approved facility.

2. Air ambulance transport for a transplant event or related service is covered as a core medical benefit when it is the most cost-effective means of transporting an individual to a Cigna LifeSOURCE Center of Excellence or other approved facility for a time-critical procedure and/or circumstances prevent alternative modes of transportation.

3. Air ambulance transport provided solely for the convenience of the individual is not a covered benefit and is not eligible under the Transplant Travel Benefit. Please note that the use of air ambulance to transport a candidate who has made a decision to remain at home while on the waiting list, and lives far away from the transplant center but needs transport to the hospital when they get the call that an organ is available, is considered a convenience for the individual. Individuals should be expected to be within a reasonable driving distance when they get close to the top of the waiting list.

Cigna has contracted with several air ambulance companies for which we have very competitive rates. Please work with the LifeSOURCE Case Manager to contact a contracted Health Care Professional for these services when appropriate and medically necessary. If an urgent situation arises after business hours, please contact the Health Information Line at 1.888.992.4462 to arrange these services.
Vendors and Partners

Cigna LifeSOURCE contracts with various companies for ancillary services.

**Coram**

Cigna LifeSOURCE contracts with Coram HealthCare, a leading Health Care Professional of home infusion services with more than 70 branch locations across the country.

Coram provides a clinically focused national home infusion transplant program during pre- and post-transplant zones.

Coram provides:

- Home infusion therapies
- Transplant-trained nurses and pharmacists
- Transplant-specific assessment tools and patient education materials
- A communication link between the transplant center, case managers, and home

Coram’s dedicated on-site transplant clinical liaison is Cindy Thomas. You can reach her at 1.412.747.7477 ext. 7874049 or via pager at 1.877.612.9209.

**Gentiva**

Gentiva Health Services provides home health care services to Cigna customers, including those being served through Cigna LifeSOURCE. Gentiva, with 30 years experience, provides quality support to transplant recipients at home.

Go to [www.gentiva.com](http://www.gentiva.com) for more information about Gentiva Health Services.
Vendors and Partners
(continued)

Cigna Home Delivery Pharmacy
Many Cigna LifeSOURCE customers are eligible to participate in Cigna Home Delivery Pharmacy’s transplant pharmacy prescription program. This program can help customers save substantially on the medication they will need post-transplant. The customer must be eligible for Cigna Home Delivery Pharmacy coverage.

Who is eligible?
Your patients who have Cigna pharmacy coverage.

Transplant Discharge Orders
As your eligible transplant patient is preparing to be discharged from the hospital, Cigna Home Delivery Pharmacy can ship his or her medications overnight, directly to your transplant facility.

How do I submit an order?
• Call 1.800.351.3606, Option 101 to speak with a specialist to place your order
• Call Steve Wolf, Clinical Transplant RPh at 1.412.747.7014
• Or Fax 1.800.351.3616

If your facility handles the patient’s order at time of discharge, each patient will be supplied a complimentary Transplant Wellness Kit when their order is handled by Cigna Home Delivery Pharmacy:
• Digital BP Monitor
• 7-day medication chest
• Digital thermometer
• Pill splitter
• Convenient storage tote bag

What medications are supplied?
Cigna Home Delivery Pharmacy dispenses all prescription-only medications associated with transplants including:
• Immunosuppressive Medication
• Anti-Viral Medication
• Anti-Fungal Medication
Vendors and Partners
(continued)

- Antibiotics
- Self-injectable medication
- Some transplant-related OTC medication
- Diabetic supplies
- Blood pressure and cholesterol medication

What is the billing process?
Cigna Home Delivery Pharmacy can bill Cigna directly for the medications. It can also bill Medicare as either a primary or secondary payer for covered immunosuppressive medication for eligible customers.

How soon will the customer receive the order?
Orders are shipped in time to meet the “needs by” date the customer indicates when the order is placed. We can ship most orders overnight as long as they are received by 3 PM EST.

How are medications shipped?
- Overnight shipping available directly to patient or transplant facility
- No charge for overnight shipping
Vendors and Partners
(continued)

Cigna Behavioral Health

Many Cigna LifeSOURCE customers may have access to Cigna Behavioral Health coverage. The psychological impact of serious illness often calls for treatment. Many of your patients have access to benefits including crisis counseling by phone, one-on-one counseling, inpatient psychiatric counseling and more.

Remember, for the entire time your patient is in Transplant Case Management through Cigna LifeSOURCE your client must still work with his or her Transplant Case Manager for behavioral health coverage. The case manager will work with Cigna Behavioral Health.

Your patient must confirm his or her behavioral health coverage through his or her Transplant Case Manager.

# Contact Information

## Cigna LifeSOURCE Unit

**Hours of Operation:** 8 a.m. – 5 p.m. Eastern Standard Time

<table>
<thead>
<tr>
<th>Cigna LifeSOURCE Unit</th>
<th>Position</th>
<th>Phone</th>
<th>Fax</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deborah Rodriguez</td>
<td>VP: Cigna LifeSOURCE</td>
<td>1.843.388.9181</td>
<td>1.860.298.2479</td>
<td><a href="mailto:Deborah.Rodriguez@Cigna.com">Deborah.Rodriguez@Cigna.com</a></td>
</tr>
<tr>
<td>Dr. Stephen Crawford</td>
<td>Medical Director</td>
<td>1.412.747.7023</td>
<td>1.646.215.2017</td>
<td><a href="mailto:Stephen.Crawford@Cigna.com">Stephen.Crawford@Cigna.com</a></td>
</tr>
<tr>
<td>Adriana Mariani</td>
<td>Director of Quality</td>
<td>1.412.264.2357</td>
<td>1.412.264.2357</td>
<td><a href="mailto:Adriana.Mariani@Cigna.com">Adriana.Mariani@Cigna.com</a></td>
</tr>
<tr>
<td>Susan Farhat</td>
<td>AVP, Contracting and Health Care Professional Relations</td>
<td>1.952.736.3371</td>
<td>1.860.298.2490</td>
<td><a href="mailto:Susan.Farhat@Cigna.com">Susan.Farhat@Cigna.com</a></td>
</tr>
<tr>
<td>Karen Wood</td>
<td>Director, Health Care Professional Contracting</td>
<td>1.843.851.7982</td>
<td>1.860.687.7022</td>
<td><a href="mailto:Karen.Wood@Cigna.com">Karen.Wood@Cigna.com</a></td>
</tr>
<tr>
<td>Cyndi Pitman</td>
<td>Manager, Health Care Professional Contracting</td>
<td>1.210.829.4103</td>
<td>1.646.465.9888</td>
<td><a href="mailto:Cyndi.Pitman@Cigna.com">Cyndi.Pitman@Cigna.com</a></td>
</tr>
<tr>
<td>Macara Herron</td>
<td>Health Care Professional Relations Specialist</td>
<td>1.256.597.2483</td>
<td>1.646.706.4265</td>
<td><a href="mailto:Macara.Herron@Cigna.com">Macara.Herron@Cigna.com</a></td>
</tr>
</tbody>
</table>

Cigna LifeSOURCE Transplant Case Management and Referral Line 1.800.668.9682

Cigna LifeSOURCE Customer Service 1.800.287.0539

Cigna LifeSOURCE Cigna West Customer Service 1.800.663.8081

Network Access Clients

Network Access Clients (NACs) are clients who have contracted with Cigna specifically to access the Cigna LifeSOURCE Transplant Network for their payers needing transplantation. These clients are non-Cigna insured payors. Cigna has this arrangement with approximately 400 different payors as of the date of this Health Care Professional Manual, and the list continues to grow. The list of NACs is updated and distributed regularly to your managed care office.

Cigna West

At the present time, the Cigna West transplant cases are being managed through the NAC process outlined below, due to the fact that Cigna and Cigna West enrollment and claims systems are not integrated, and will be operating separately for an undetermined timeframe.

Referral Process

The customer initiates the referral process by filling out an online referral form and forwarding to Cigna LifeSOURCE. One of our Transplant Care Coordinators (TCC), who is an RN, will review the referral form to ensure that the benefits are adequate and that the form is complete. The TCC will then forward a referral letter via fax to the appropriate contacts at your organization – typically the Financial Coordinator at the transplant program and the managed care office. The TCC will also follow up with a telephone call to ensure that the referral letter has been received, and that the case is set up correctly in your systems for submission of claims to Cigna LifeSOURCE. (A sample copy of a referral letter is included on page 52.)

The TCC will follow up on a regular basis with the transplant program and the payor’s case manager to check on the status of the case – whether the patient continues to be a candidate for transplant, to confirm zone dates and to confirm the date that the case is closed. This helps to keep all parties informed and to ensure that everyone is in agreement on the status of the customer, whether pre-transplant admissions are transplant related or not, and to ensure accuracy in repricing of claims.
Network Access Clients

Claims Process
A dedicated post office box has been set up for the NAC claims. Each referral letter will note this address to ensure that you submit NAC claims to the correct address:

Cigna LifeSOURCE NAC Claims
P.O. Box 3539
Scranton, PA 18505

This is a separate post office box from the Cigna LifeSOURCE claims address for Cigna customers. Please be careful in noting the correct mailing address for the NAC claims for each NAC referral. If NAC claims are mailed to the LifeSOURCE address for Cigna customers, they will most likely be denied and returned to your billing department.

Claims are repriced by a dedicated Cigna LifeSOURCE claims repricer and the average turnaround time is 2 business days. The payor is instructed to pay within 30 days of the date the claim is received and repriced, and a specific due date is provided on the claims cover sheet. The claims and claims cover sheet are sent to the appropriate payor for processing. If there are any questions or concerns about an amount that the payor has paid on a particular claim (or batch of claims) or if there is non-payment of a claim, please contact the appropriate contact listed for Network Access Clients on page 38. TCC that is provided on the referral letter. (A sample Claims Cover Sheet is provided on page 40.)

Cigna LifeSOURCE will reprice claims for all four zones. At the time we find out that a case is ready to be closed out under the terms of our agreement, we will fax a letter that Cigna LifeSOURCE is preparing to close the case, provide the case closure date, and request final submission of claims.
January 2, 2013
University Hospital
Attn: Mr. John Jones
P.O. Box 111
Anytown, USA

Re: John Smith (Patient)
Policy #: 12345678
Social Security Number: 000-22-0001
Type of Transplant: Liver
Payor: XYZ Corporation
Effective Date: January 2, 2013

Dear Mr. Jones:

This letter is NOT an authorization for services. Please contact the case manager above for authorizations and benefits including eligibility.

Cigna provides access to the Cigna LifeSOURCE Transplant Network® for non-Cigna insured clients. The above-named Payor has signed a Memorandum of Understanding (MOU) with Cigna for access to the Cigna LifeSOURCE Participation Agreement between Cigna Health Corporation, Inc. and University Hospital (Hospital) for the above-named Patient. The MOU provides the following terms:

• Payor is responsible for verifying Patient’s benefits and eligibility for transplant services. Payor is not responsible for covering transplant services that it has not authorized. Any dispute about coverage is solely between the patient and the Payor.

• The Payor will pay for the transplant services and supplies that are covered under the Patient’s benefits and according to the Participation Agreement with Cigna LifeSOURCE. The MOU creates direct obligations of Payor to Hospital and Group, and if Payor fails to perform its obligation to Hospital or Group, Hospital and Group will have a direct cause of action against Payor.

• The Payor agrees to have the claim processed promptly so that payment is received by the applicable Health Care Professional within 30 calendar days of receipt of claims by the designated Payor designee, and in accordance to required criteria of a “clean” claim (a “clean” claim is completed in compliance with UB92 and HCFA 1500 requirements or its successors.) Prompt payment state laws will apply.

• The Payor will reimburse Hospital per the terms of the Cigna LifeSOURCE Transplant Network agreement between Hospital and Cigna Health Corporation for all hospital and professional transplant related services for zones 1 – 4. All exclusions and terms of the Cigna LifeSOURCE agreement apply.

Claims should be submitted to:
Cigna LifeSOURCE NAC Claims
PO Box 3539
Scranton, PA 18505

Please direct claims inquiries to [claims repricer’s name] at phone number [claims repricer’s phone number] or at email address [claims repricer’s email address].

Please do not submit the claims to the Cigna LifeSOURCE address in Chattanooga as they will be denied due to customer not being a Cigna customer.

Claims will be repriced and forwarded to Payor within 5 business days of receipt by Cigna.
If you have any questions, please do not hesitate to contact me at 999.999.9999.

Sincerely,
Mary Smith, RN
Cigna LifeSOURCE Transplant Network