About The CIGNA LIFESOURCE Transplant Network®

Your Transplant Case Manager

Travel

Medicare

About The CIGNA LIFESOURCE Transplant Network®

What is the CIGNA LIFESOURCE Transplant Network®?

A group of more than 100 transplant facilities that have demonstrated quality and have contracted with CIGNA HealthCare to offer transplant services to CIGNA HealthCare participants, and to others accessing the network.

What else makes up the CIGNA LIFESOURCE program?

A team of nurse transplant case managers serves as your one point of contact within CIGNA HealthCare. These nurse case managers help each member get the most from their benefit dollars. Transplant-specific benefit analysts, claims specialists, and a leadership team all work to help you access quality transplant care.

What is a CIGNA LIFESOURCE Center of Excellence?

In-network facilities that have met quality standards and have contracted with CIGNA LIFESOURCE to provide transplant service.

Why should I get my transplant at an in-network facility?

CIGNA LIFESOURCE Centers of Excellence (in-network facilities) have transplant programs which have satisfied our quality standards. Special rates we have arranged with in-network facilities can save significant dollars in out of pocket costs, depending on your benefits.

How do I know if a transplant center is in the CIGNA LIFESOURCE Transplant Network?

Your transplant case manager can tell you which transplant centers are in-network for your type of transplant. For a list of in-network facilities and the transplant programs for which they are contracted, download the “CIGNA LIFESOURCE Centers of Excellence” list on this website.
**How does a facility get in the CIGNA LIFESOURCE network and become a Center of Excellence?**

Transplant centers must meet established patient and graft (transplanted organ or tissue) survival requirements, offer support services to transplant patients, and have a quality team of transplant medical professionals. They must also be willing to agree with CIGNA LIFESOURCE on reasonable rates. These rates benefit CIGNA participants through lower out of pocket costs and they help members avoid reaching their lifetime maximum benefit level. CIGNA LIFESOURCE personnel visit each transplant center and meet with their transplant staff before they are invited to join the CIGNA LIFESOURCE Transplant Network.

**How do you know each facility maintains its quality?**

Each CIGNA LIFESOURCE Center of Excellence program is recredentialled annually. The number of transplants performed and the results of these operations, as well as medical team stability are reviewed to help ensure quality transplant services.

**If a hospital is in-network, does that mean I can get any type of transplant at that center?**

No. CIGNA LIFESOURCE considers each type of transplant program individually. Each must meet certain requirements. A hospital may be considered an in-network Center of Excellence for kidney transplant, but not for heart transplant, for example.

**Why is there a special network for transplants?**

Because transplants are such complex procedures, and follow-up care is crucial to the success of transplants, CIGNA HealthCare has formed a special network that only contracts with facilities with established quality transplant programs.

**Why can’t I go to the hospital I usually use for regular care for a transplant?**

Not all hospitals do all types of transplants. Also, CIGNA LIFESOURCE only contracts with programs that meet established quality requirements and that agree to reasonable rates. To see if your regular hospital is in-network for your type of transplant, please call your case manager or download the list of CIGNA LIFESOURCE Centers of Excellence from this website.

**What if I still would rather be treated at a facility that is not a CIGNA LIFESOURCE Center of Excellence?**

If you have an out-of-network benefit, you may be able to be treated at the facility of your choice, but at a lower benefit level. Your case manager can tell you if you have an out-of-network benefit.
Your Transplant Case Manager

What is a transplant case manager?
A registered nurse (licensed in at least one state) specially trained to help you with the management of the medical condition for which you need a transplant, and to help manage your transplant benefits. He or she will help you navigate the health plan coverage aspects of transplantation and help you get the most from your benefit dollars.

What will my case manager do for me?
Your case manager is there to guide you before, during, and after your transplant. He or she will answer questions, outline your responsibilities, and keep you informed and aware of your benefits. Your case manager will not ask you confusing medical questions only a doctor can answer. He or she will talk to you in laymen’s terms. Your transplant case manager cannot offer medical treatment or advice, but will help you get the treatment and services you need.

How do I reach a transplant case manager?
When you become a potential transplant recipient, you will receive an introductory letter and other information from your transplant case manager. If you are not sure who your case manager is, call 1.800.668.9682. If you have been assigned a case manager, that person's name and phone number will be on your CIGNA LIFESOURCE supplemental identification card. You may download a list of CIGNA LIFESOURCE Transplant Case Managers and their phone numbers from this website.

When should I call my transplant case manager?
In any of the following instances:

- You have questions or concerns regarding your health benefits
- Your medical condition changes
- You are hospitalized
- You need home care
- You have any questions for your transplant case manager

How often will my case manager call me?
Your case manager will usually touch base with you at least once a month, more often around the time you have your transplant. You can call your case manager any time you’d like. He or she is usually in the office from 8:30 a.m. to 5 p.m. eastern time.

What if an organ becomes available in the middle of the night?
All you need to do is follow your doctor's instructions. Your transplant facility will call CIGNA LIFESOURCE the next business day to verify your eligibility. Your authorization will already be in place.
**TRAVEL**

*What if I have to travel far away to a transplant facility?*

You may be eligible for up to $10,000 in reimbursable travel benefits if the transplant center is at least 60 miles from your home and is a CIGNA LIFESOURCE Center of Excellence, and travel coverage is included in your benefits. To see if you are eligible for this benefit, please call your transplant case manager.

*What kinds of things are reimbursable under the travel benefit?*

Air, rail, or bus travel, car rental, parking, gasoline (if not part of rental fee), taxi, shuttle services, public transportation, use of a personal car at the current IRS medical mileage rate, toll charges, parking, ferry charges, housing associated with visits or admissions to the transplant facility, and meals. Please ask your transplant case manager if you are eligible for this benefit and if it is applicable to your circumstances.

*What kinds of things are not reimbursable under the travel benefit?*

Lost wages due to time off from work required for the transplant (for recipient, companion, or donor), books, magazines, entertainment, loss of money or loss/damage to luggage or clothing, travel or other personal trip insurance, telephone calls, laundry, dry-cleaning, toiletries, fines or traffic tickets, alcohol or tobacco products, barber, beautician, massage services, costs over coach rates, air travel via air ambulance, companion for a covered donor, deposits for housing or utilities, expenses for potential donors. For more information on what is covered, please contact your transplant case manager.

*Can I bring someone with me to support me during my transplant?*

Yes. The travel benefit includes reimbursement for qualified expenses for the transplant recipient and one caregiver if the recipient is an adult, or two caregivers if the recipient is a child.

*Will my travel benefit pay for my donor’s travel expenses?*

Yes. Qualified expenses for an approved donor are reimbursable, but the expenses do count toward your lifetime transplant maximum benefit. Please ask your transplant case manager if you are eligible for this benefit and if it is applicable to your circumstances.

*How much do I get for mileage if I drive my own car?*

If you have the travel benefit, CIGNA LIFESOURCE will reimburse you the amount the Internal Revenue Service has established for medical mileage. Your case manager can tell you the rate.

*How do I get reimbursed for my travel expenses?*

Your case manager will send you forms to fill out and send in. A check in the amount of your reimbursement will be sent to the subscriber.
**MEDICARE**

*How do I know if I am eligible for Medicare benefits?*

Please call the Social Security Administration at 1.800.772.1213, or for the hearing or speech impaired, 1.800.325.0778. You may also visit www.ssa.gov.

*If I have Medicare, am I still eligible for CIGNA LIFESOURCE benefits?*

Usually, yes. At the time Medicare becomes the primary insurance provider, you are usually still eligible for CIGNA LIFESOURCE benefits if you go to a CIGNA LIFESOURCE Center of Excellence (in-network facility). You will continue to work with a CIGNA LIFESOURCE transplant case manager.

**MISCELLANEOUS**

*Who do I call if I have a question about claims or payment?*

Your case manager can help you with questions about claims. Case Managers work with transplant benefit analysts to help you understand your coverage.

*How does CIGNA LIFESOURCE know I may be a candidate for transplant?*

There are many ways CIGNA LIFESOURCE can become aware that you may be facing a transplant. Your regular doctor or transplant center may call us or make an online referral, or a claim code for medicine or for a procedure you have had can trigger our systems to alert the CIGNA LIFESOURCE program. Or you may call us at 1.800.668.9682 to let us know that you may be a candidate for transplantation.

*How do I decide which Center of Excellence to use?*

Your transplant case manager can help you make this decision. There is also a lot of information on the Internet at sites like www.unos.org (United Network of Organ Sharing), www.Marrow.org (National Marrow Donor Program), www.ustransplant.org (gives statistics for solid organ transplant programs), www.kidney.org (National Kidney Foundation), and other sites.

*Who pays for expenses occurred by my donor?*

This depends on your specific benefits, but CIGNA LIFESOURCE usually covers donor-related expenses involved in evaluating a donor, the donation surgery and immediate follow-up care. Long-term medical treatment would fall to the donor’s health coverage. For benefit specifics, please call your transplant case manager.

If you have more questions about CIGNA LIFESOURCE Transplant Network, please contact your case manager or call **1.800.668.9682**.