



# Top 10 Things to Know about Living Donor Finances

Andrea Tietjen, MBA, CPA

AVP, Transplant Administration, Finance and Quality

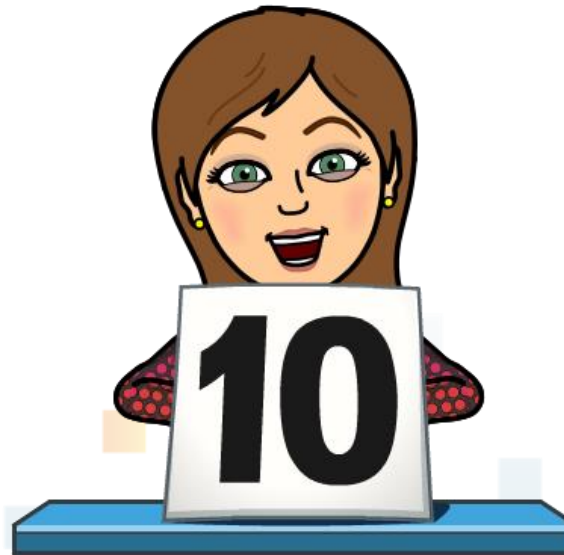
Saint Barnabas Medical Center, Livingston, NJ



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# I have no relevant financial disclosures



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

11:00 a.m. - 11:45 a.m.	<b>The Living Donor Process: Intake Through Long Term Follow-up</b> <i>Dianne LaPointe Rudow, ANP-BC DNP, CCTC, Mount Sinai Medical Center,</i>
11:45 a.m. - 12:15 p.m.	<b>The Medical Evaluation of Living Kidney Donors</b> <i>David Serur, MD, Hackensack University Medical Center</i>
12:15 p.m. - 12:45 p.m.	<b>Surgical Overview of Living Donation</b> <i>Peter T. Kennealey, MD, FACS, FICS, UC Health Transplant Center-Anschutz Campus</i>
<b>12:45 p.m. - 1:00 p.m.</b>	<b>Break</b>
1:00 p.m. - 1:45 p.m.	<b>The Psychosocial Evaluation of the Living Donor</b> <i>Debbie Morgan, MHA, MSW, LCSW, RWJ Barnabas Health</i>
1:45 p.m. - 2:15 p.m.	<b>The Independent Living Donor Advocate Interview</b> <i>Farrah Desrosiers, MS, LCSW, CCTSW, New York Presbyterian-Weill Cornell Transplant Center Hospital</i>
2:15 p.m. - 2:45 p.m.	<b>Informed Consent: What Do Living Donors Need to Know?</b> <i>Marian Charlton, RN, SRN, CCTC, Hackensack University Medical Center</i>
2:45 p.m. - 3:30 p.m.	<b>Rules and Regulators</b> <i>Marian O'Rourke, RN, BSN, CCTC, Miami Transplant Institute, Jackson Memorial Hospital</i>
11:00 a.m. - 11:45 a.m.	<b>Foundational Concepts of HLA</b> <i>Suzanne McGuire, RN, BSN, CCTC, UCLA Health System Transplant Service</i>
11:45 a.m. - 12:30 p.m.	<b>Foundational Concepts of KPD</b> <i>Janet Hiller, RN, MSN, CCTC, Johns Hopkins Hospital</i>
12:30 p.m. - 1:15 p.m.	<b>Top 10 Things to Know About Living Donor Finances</b> <i>Andrea Tietjen, MBA, CPA, RWJ Barnabas Health Center</i>
<b>1:15 p.m. - 1:45 p.m.</b>	<b>Break</b>
1:45 p.m. - 2:30 p.m.	<b>Your Role in Living Donor QAPI</b> <i>Marian O'Rourke, RN, BSN, CCTC, Miami Transplant Institute, Jackson Memorial Hospital</i>
2:30 p.m. - 3:30 p.m.	<b>Panel Discussion/Live Q&amp;A</b> <i>Faculty</i>



## 12th Annual Living Donation Conference

Presented by the American Foundation for Donation and Transplantation



	<p><b>The Medical Evaluation of Living Kidney Donors</b> David Senur, MD, Hackensack University Medical Center</p>	<p><b>Surgical Overview of Living Donation</b> Peter T. Kennealey, MD, FACS, FICS, UC Health Transplant Center-Anschutz-Campus</p>
<p>11:45 a.m. - 12:15 p.m.</p>	<p><b>Informed Consent: What Do Living Donors Need to Know?</b> Marian Charlton, RN, SRN, CCTC, Hackensack University Medical Center</p>	
<p><b>The Living Donor Process: Intake Through Long Term Follow-up</b> Dianne LaPointe Rudow, ANP-BC DNP, CCTC, Mount Sinai Medical Center</p>	<p>1:45 p.m. - 2:15 p.m.</p>	<p><b>The Independent Living Donor Advocate Interview</b> Farrah Desrosiers, MS, LCSW, CCTSW, New York Presbyterian-Weill Cornell Transplant Center Hospital</p>
	<p>1:45 p.m. - 2:30 p.m.</p>	<p><b>Your Role in Living Donor QAPI</b> Marian O'Rourke, RN, BSN, CCTC, Miami Transplant Institute, Jackson Memorial Hospital</p>
	<p><b>Foundational Concepts of HLA</b> Suzanne McGuire, RN, BSN, CCTC, UCLA Health System Transplant Service</p>	<p><b>Top 10 Things to Know About Living Donor Finances</b></p>
<p>m. - 11:45 a.m.</p>	<p>11:00 a.m. - 11:45 a.m.</p>	<p><b>Foundational Concepts of KPO</b> Janet Hiller, RN, MSN, CCTC, Johns Hopkins Hospital</p>
<p>2:45 p.m. - 3:30 p.m.</p>	<p><b>Rules and Regulators</b> Marian O'Rourke, RN, BSN, CCTC, Miami Transplant Institute, Jackson Memorial Hospital</p>	
	<p><b>The Psychosocial Evaluation of the Living Donor</b> Debbie Morgan, MHA, MSW, LCSW, RWJ Barnabas Health</p>	

Presented by the American Foundation for Donation and Transplantation

# Top 10 Things You Should Know About Living Donor Finances

**10 – Financial clearance is critical for a successful transplant and outcome**



**12th Annual Living Donation Conference**

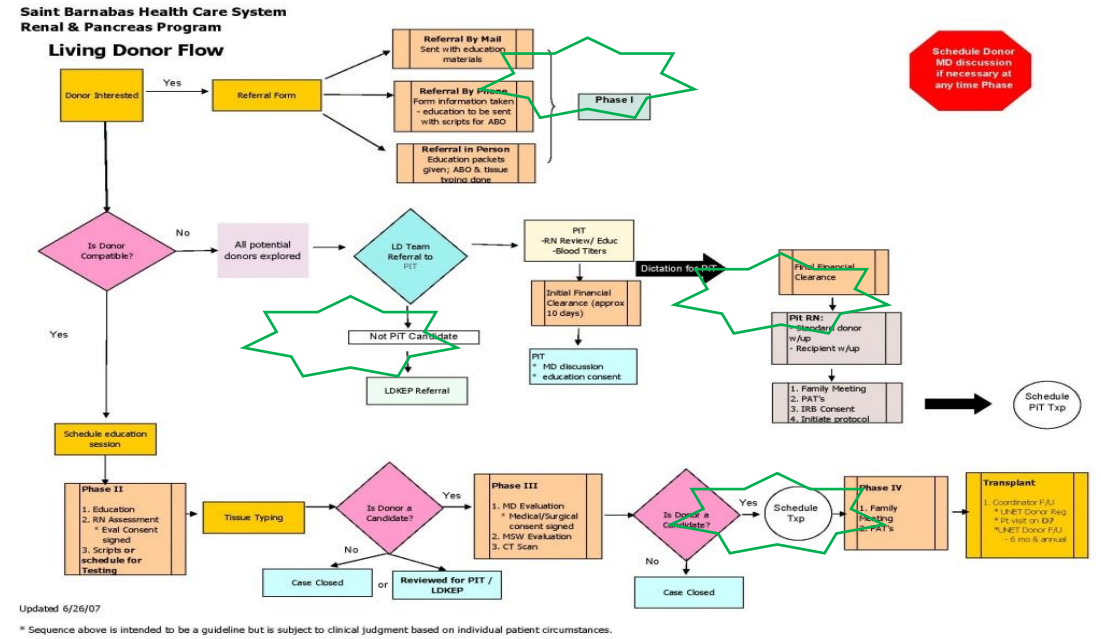
Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

Know what happens and when

All team members need to know this too

Look for triggers or weaknesses in your flow



# Top Ten Things You Should Know About Living Donor Finances

- Define who does what
- For example...



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation



# Top Ten Things You Should Know About Living Donor Finances

Social Workers and Financial Coordinator work closely together.

Financial issues only a portion of Social Worker responsibility- can also be a resource and advocate.

Financial Coordinator deals with insurance companies, admitting and billing.



**12th Annual Living Donation Conference**  
Presented by the American Foundation for Donation and Transplantation



# Create a foundation for your team



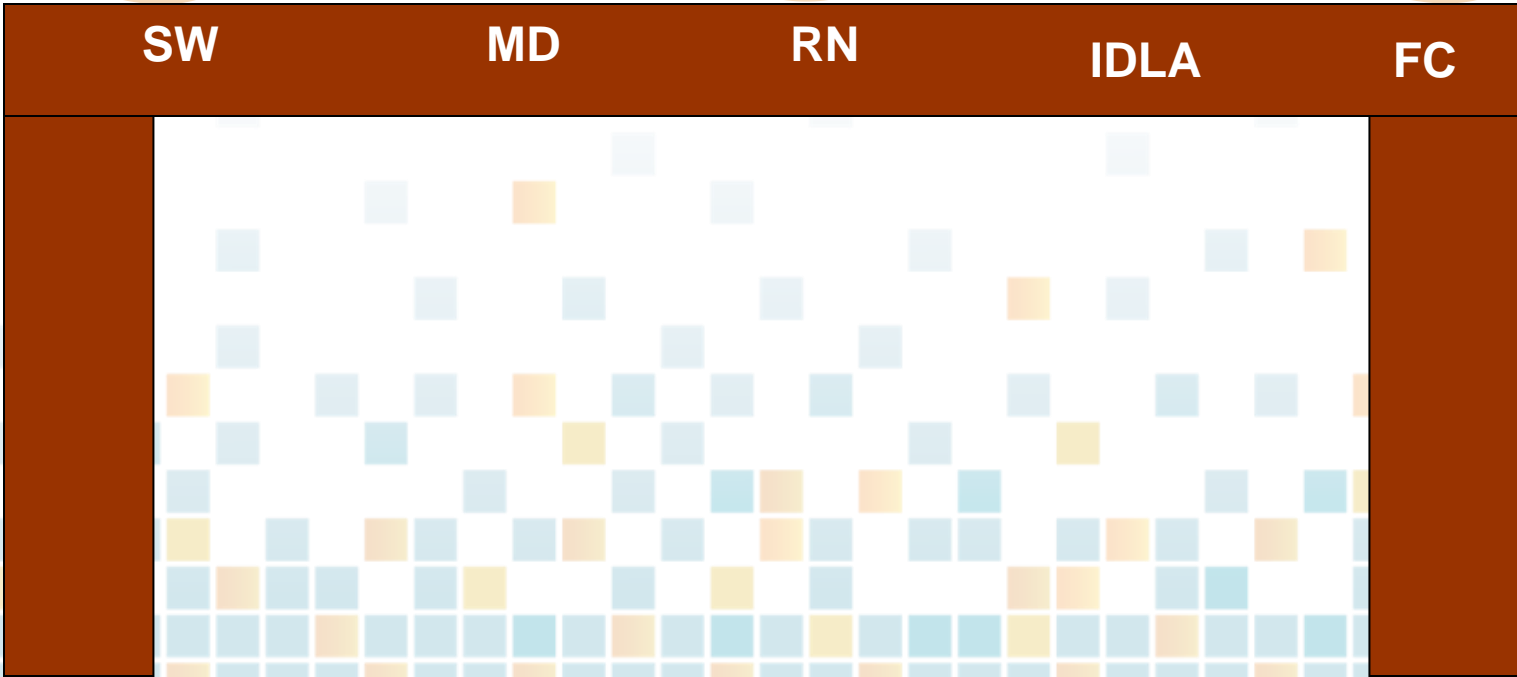
SW

MD

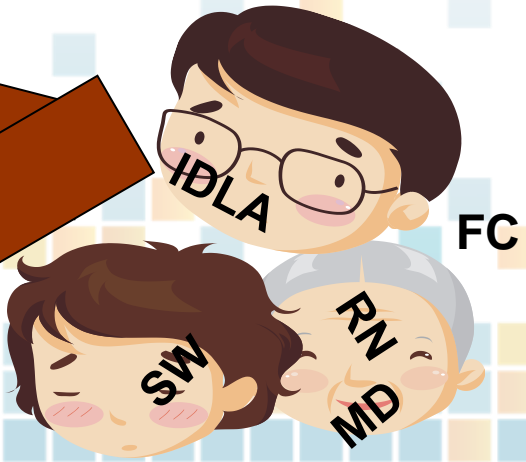
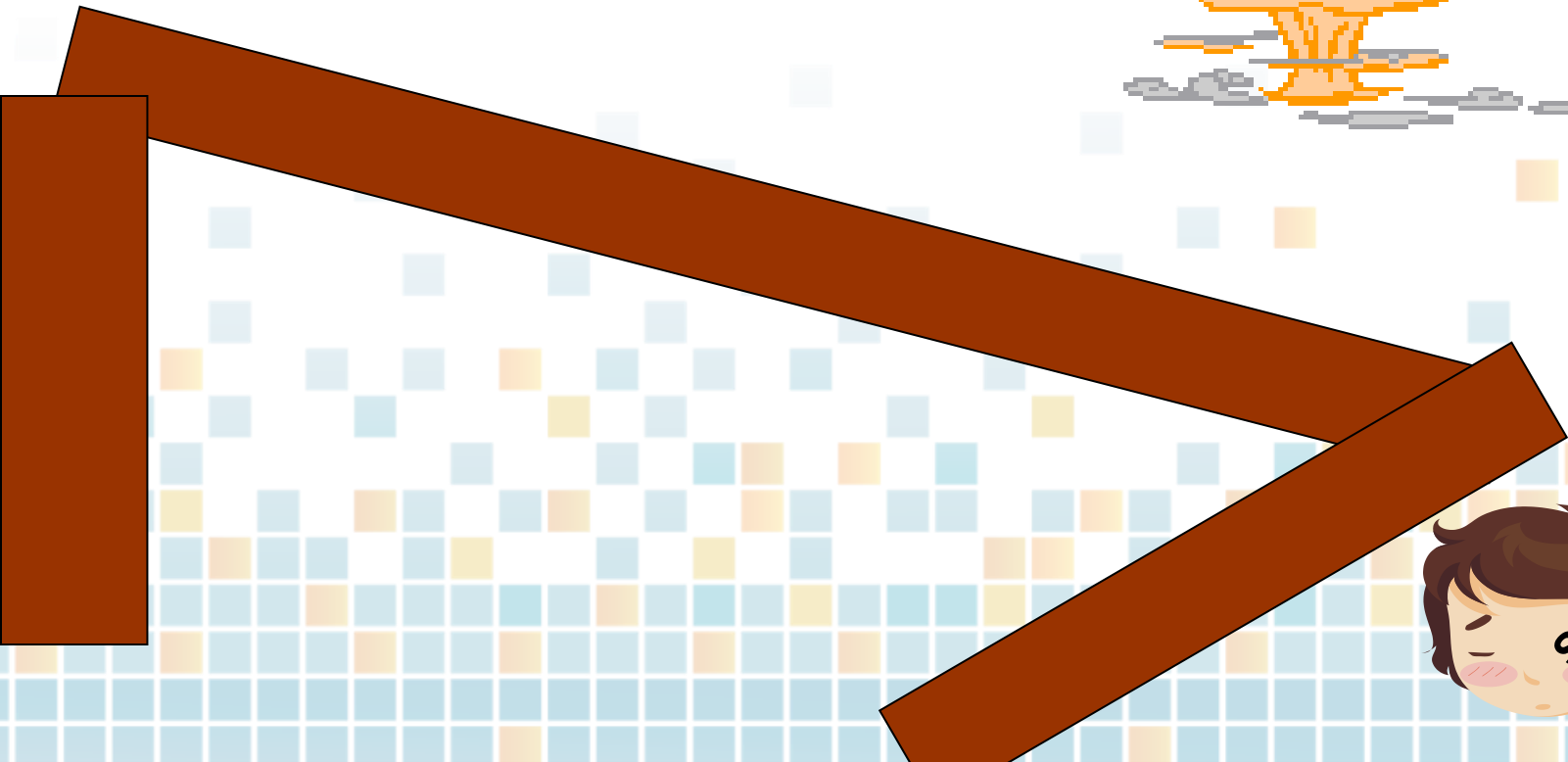
RN

IDLA

FC



# This foundation is critical to the living donor process



# Top Ten Things You Should Know About Living Donor Finances

## 9 – Timing is everything



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

**Financial Clearance for your recipient must occur at multiple time points**

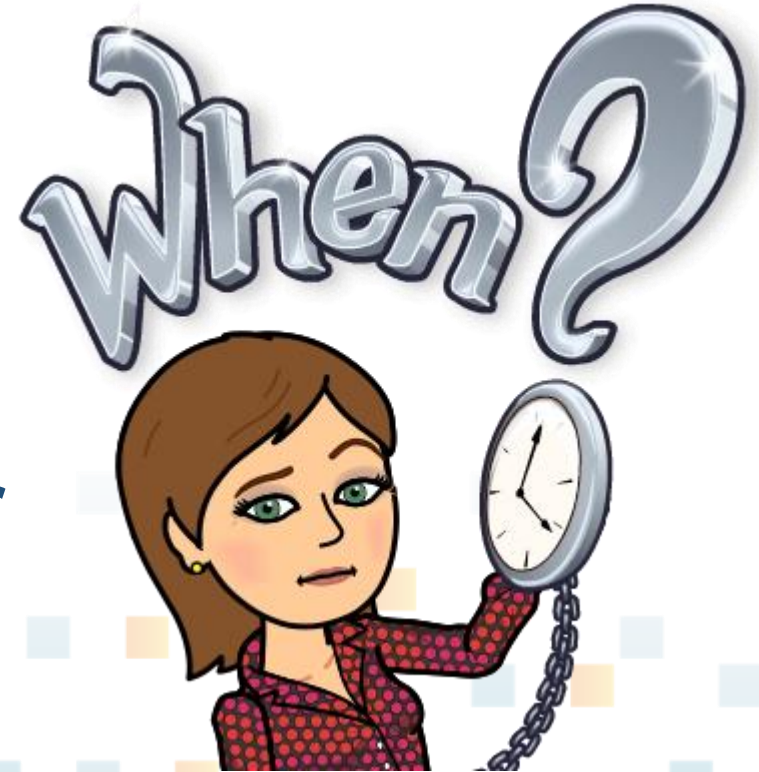


**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

1. At time of referral
2. At time of evaluation
3. At time of listing
4. Prior to scheduling of Living Donor Transplant
5. At time of re-evaluation
  - per your policy... 6 months, 1 year



12th Annual Living Donation Conference

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances



## For Kidney Paired Exchange:

1. Prior to consideration for exchange
2. At time of registry/exchange entry
3. At time of match
4. Prior to scheduling of transplant



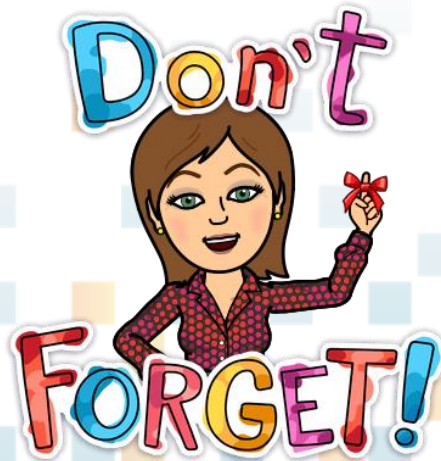
12th Annual Living Donation Conference

Presented by the American Foundation for Donation and Transplantation



# Top Ten Things You Should Know About Living Donor Finances

Remind your team and your patients how important it is to notify the finance team of any insurance changes



12th Annual Living Donation Conference  
Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

## 8 – Know your recipient and donor policies



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

**Thank you for sharing  
this important piece of  
information with me.**

## **Does your program:**

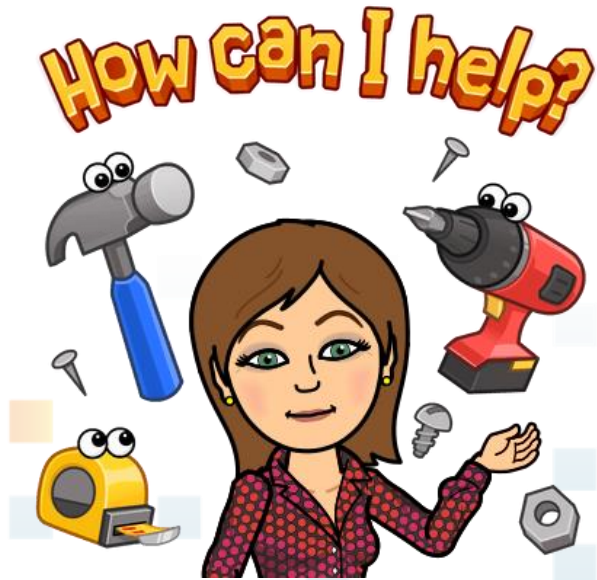
- **Accept out of state Medicaid patients?**
- **Require recipients to have Medicare?**
- **Require donors to have insurance?**



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances



## Does your program:

- Pay for donor complications?
- Have contractual agreements with payors?
  - If so, what are they?
  - How do they impact the facility and the patient?



12th Annual Living Donation Conference

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances



## Does your program:

- Access donor insurance?
- Have employed or private providers?
- What resources are available?
- How are patients educated?



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

**If your patients know what to expect,  
they will not be disappointed.**

**Establish process and use tools to assist...**



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation



# Top Ten Things You Should Know About Living Donor Finances

## EVALUATION TESTING PERFORMED AT A FACILITY OTHER THAN OUR FACILITY

Our billing letter and prescription contains important information for the provider on:

- ✓ what tests to perform
- ✓ how the provider should bill for the services
- ✓ where to send the bill
- ✓ how the payment will be processed



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

## 7 – Communication is key



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

**It is not only what we say to the patient, but how we say it.**

**Explain the “why” behind the sensitive questions  
you are asking**



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

- **Communication is vital**
- **Helps to determine suitability – both medically and psycho-socially**
  - Adherence
  - Support
  - Financial stressors



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Why is Communication So Important?

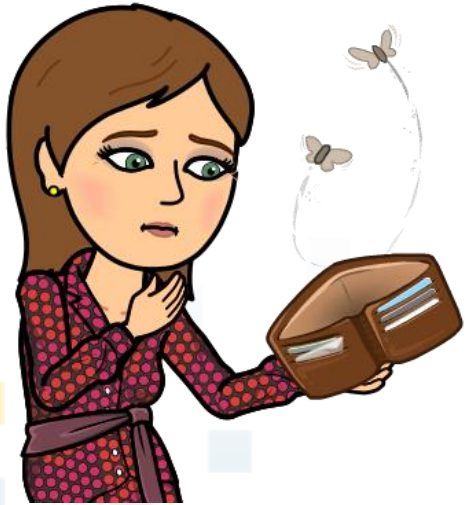
- **Patients change coverage**
  - At least annually
- Despite being educated multiple times, **patients often do not realize coverage until they are getting bills.**



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Why is Communication So Important?



- **Plans and programs have strict guidelines and deadlines**
- **Patients can easily lose coverage, either temporarily or permanently, if they do not pay attention to notices.**

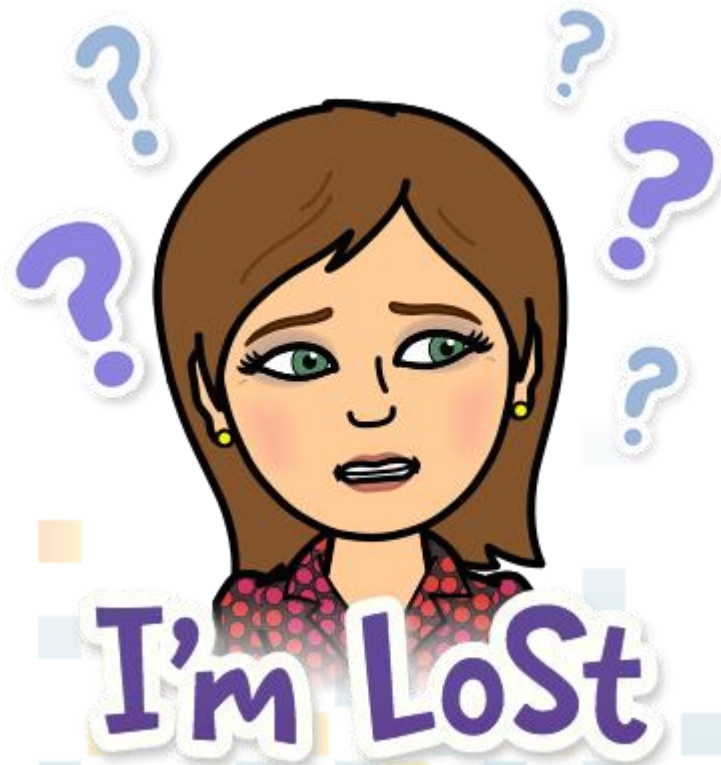


**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation



# Why is Communication So Important?



- Insurance is complicated
- Patients, and their support, can be overwhelmed by insurance details, despite assistance available to them.
- Patients also do not always admit they do not understand or are not concerned about their insurance until an issue arises.



12th Annual Living Donation Conference

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

**6 –In most cases, it's about the recipient's insurance...**



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

## **Rule of thumb:**

donor costs are billed to and covered by  
the recipient's insurance.

however some centers do access donor insurance

*don't forget...know your centers policies\**



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

- **Assess your patients**
- **The team collectively should include all psycho-social/financial aspects such as:**
  - Ability to obtain/maintain health insurance
  - Ability to pay premiums/copays
  - Family/social support
  - Other financial stressors
  - Past/present social history



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

## Consider financial language in your consent/education

- For both recipients and donors

### P. Financial Considerations

Transplantation is an expensive undertaking that requires a serious commitment. It represents a partnership between you, your physicians, and the transplant team. Therefore, it is important for you to understand the terms and conditions of your current insurance and to keep the transplant team apprised of any changes that may occur with your coverage. The Financial Coordinator and Transplant Social Worker will explain the financial considerations involved in transplantation and verify your health insurance coverage both initially and periodically. However, it remains your responsibility to be aware of any changes to your insurance coverage and to contact the Financial Coordinator immediately. Failure to do so may jeopardize your ability to receive a transplant.



12th Annual Living Donation Conference

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

Describe exactly what tests will be covered and what will happen if a condition is discovered or treatment is needed

This is not a blank check

## 2. Insurance Coverage for Donation

The evaluation and hospitalization costs for living donation are covered by the recipient's insurance. Your insurance will not be billed directly. During your evaluation, only tests ordered by the transplant team for the purposes of determining your suitability for donation will be covered. If tests are performed for the purposes of routine medical care, treatment or are not ordered by the transplant team, you or your insurance company will be billed.




12th Annual Living Donation Conference

Presented by the American Foundation for Donation and Transplantation



# Top Ten Things You Should Know About Living Donor Finances

Should you experience any donation-related medical problems immediately post donation, the evaluation and treatment for those medical problems should be covered by your recipient's insurance. If you are experiencing any problem that you feel might be donation related, you must notify the transplant team *prior* to receiving treatment, so that we can authorize and provide proper billing information to the provider. Future health problems experienced by living donors following donation may not be covered by the recipient's insurance.



**Describe what donors should do if they experience post complications**



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

For every rule, there may be an exception....



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

**25 year old female;**

**Pre-dialysis; ESRD due to FSGS**

- **Emigrated from Poland at age 9**
- **Visa expired**
  - **Not eligible for a Green Card**
  - **Not Medicare/Medicaid eligible**



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

- **Wants LD transplant before dialysis onset**
- **College student; working part time**
  - Does have student health insurance through college
- **Good social support**



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

## Donors:

- **Father**

- Ruled out due to cardiac history and hypertension

- **Mother**

- Wants to donate to her only child
- Has health insurance through her employer



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

- **Recipient's student insurance plan with no donor benefits**

- Recipient not eligible for Deceased Donor Listing at SBMC
  - residency status

- **Donor educated about recipient's limited coverage**



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

THINKING...



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation



# Top Ten Things You Should Know About Living Donor Finances

## Donor educated about recipient's limited coverage

Educate the donor first and get their permission before you proceed.  
Don't offer an option to the recipient if the donor is not on-board



- Educated that with her permission, we could explore accessing her insurance for donation and donor complication coverage
- Donor agrees



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

- **Recipient agreeable to plan**
- **Donor insurance contacted**
  - **Case Manager educated and on board**
- **Authorizations obtained**



# Top Ten Things You Should Know About Living Donor Finances

## Transplant Finance Team coordinated logistics

- Providers notified to bill recipient insurance
- Obtain recipient insurance denial
- Forward to donor insurance with denial and authorization



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

**DONE**



*and*

**DONE**

- Transplant performed
- All claims tracked and properly paid
- No outstanding balances

# Top Ten Things You Should Know About Living Donor Finances


## 5 – Have a plan for donor complications



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances



**MLN Matters**  
Information for Medicare Fee-for-Service Health Care Professionals

**NEWS FLASH**

**News Flash** – Want to stay connected about the latest new and revised Medicare Learning Network® (MLN) products and services? Subscribe to the MLN® Educational Products electronic mailing list! For more information about the MLN® and how to register for this service, visit [http://www.cms.gov/MLNProducts/downloads/MLNProducts\\_listserv.pdf](http://www.cms.gov/MLNProducts/downloads/MLNProducts_listserv.pdf) and start receiving updates immediately!

MLN Matters® Number: MM7523 **Revised**      Related Change Request (CR) #: 7523

Related CR Release Date: October 28, 2011      Effective Date: April 1, 2012 for claims processing, but policy effective November 28, 2011

Related CR Transmittal #: R148BP and R2334CP      Implementation Date: April 2, 2012

**Billing for Donor Post-Kidney Transplant Complication Services**

If recipient is enrolled in both Medicare A and B at the time of transplant, clinically documented donor complications will be covered

Covered life-long, even if complication occurs and recipient not longer has Medicare or expires



**12th Annual Living Donation Conference**

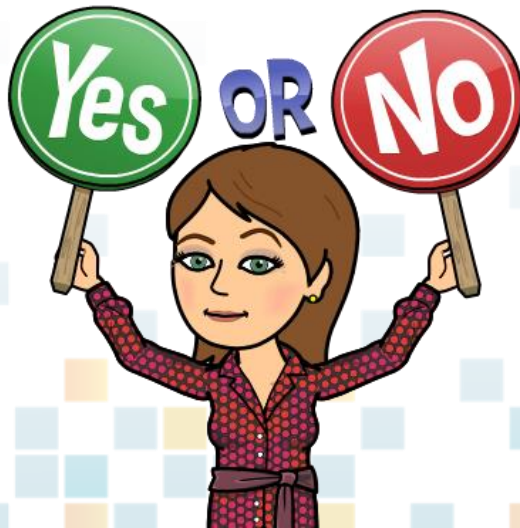
Presented by the American Foundation for Donation and Transplantation



# Top Ten Things You Should Know About Living Donor Finances

**For recipients not enrolled in Medicare at the time of transplant – check your program’s policy ...**

Does your program...



- Pay for donor complications?
- Assess and educate recipients what they are responsible for?
- Access donor insurance?



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation



# Top Ten Things You Should Know About Living Donor Finances

- **Is there a global insurance agreement?**
  - If so, how does it work?
- **What is the plan for coverage for donor complications?**
  - Are there limits?
    - 30 days, 90 days, etc.
    - Co-pays, deductibles, etc.

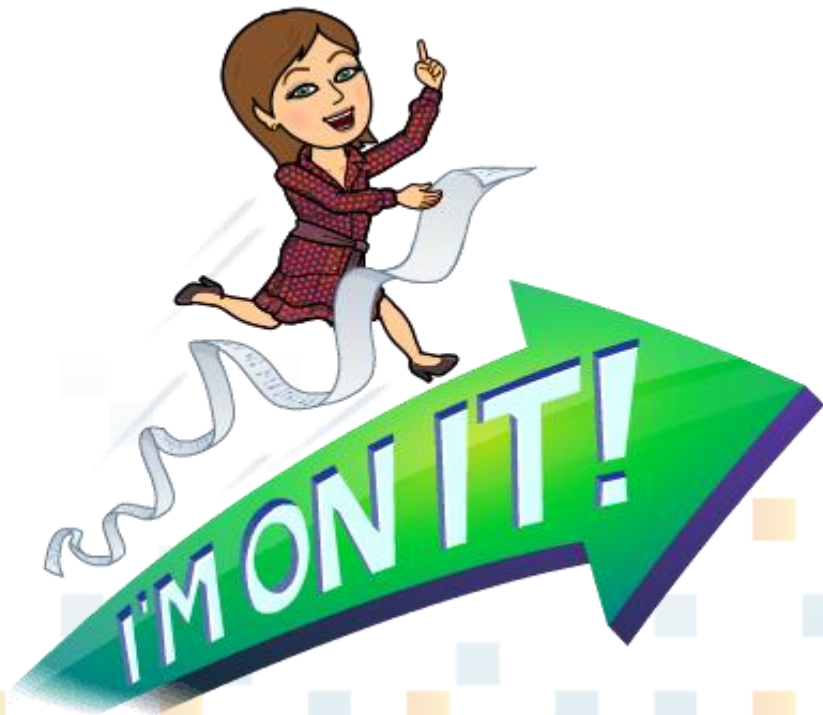
*Any Questions?*



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances



Assess, educate  
and document



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

## 4 – Keep on top of the regulations



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

- **Donor costs that can be charged to organ acquisition include:**
  - Pre-admission diagnostic and evaluation services to determine donor candidacy
  - Hospital inpatient donor nephrectomy related to the organ donation
  - Hospital routine post-operative recovery services directly related for the organ donation



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances



## Donor costs that ARE NOT ALLOWED to be charged to organ acquisition include:

- Donor travel (Medicare does not pay but commercial payors may)
- Long term routine donor follow-up – (as required by UNOS)
- Paired Exchange fees (the only allowable fee is UNOS registration)



12th Annual Living Donation Conference

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

**3 – If your program performs Kidney Paired Exchange –  
establish a process**



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

**First, when the offer is presented, does your recipient have coverage for donor providers from another transplant program/state ?**

**Is your donor fully covered by another recipient?**



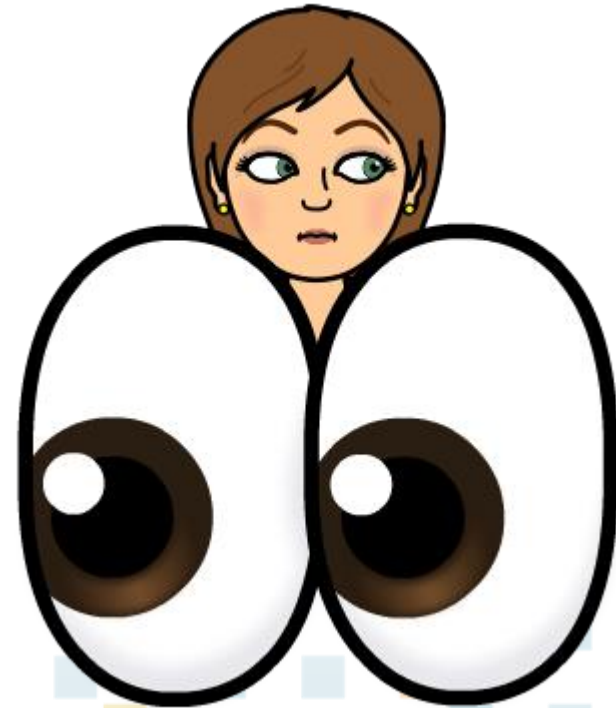
**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation



# Top Ten Things You Should Know About Living Donor Finances

✓ **Check insurance contracts  
for coverage for exchange  
costs**



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

## Sample contracting language:

\*In addition to the above rates, for any Paired Kidney Exchange Transplant, Hospital will be reimbursed vendors fee at cost for coordinating the Paired Kidney Exchange. It will be Hospitals

9. Paired organ donation matching fees will be paid at invoice cost; a copy of the invoice must be submitted to Company.

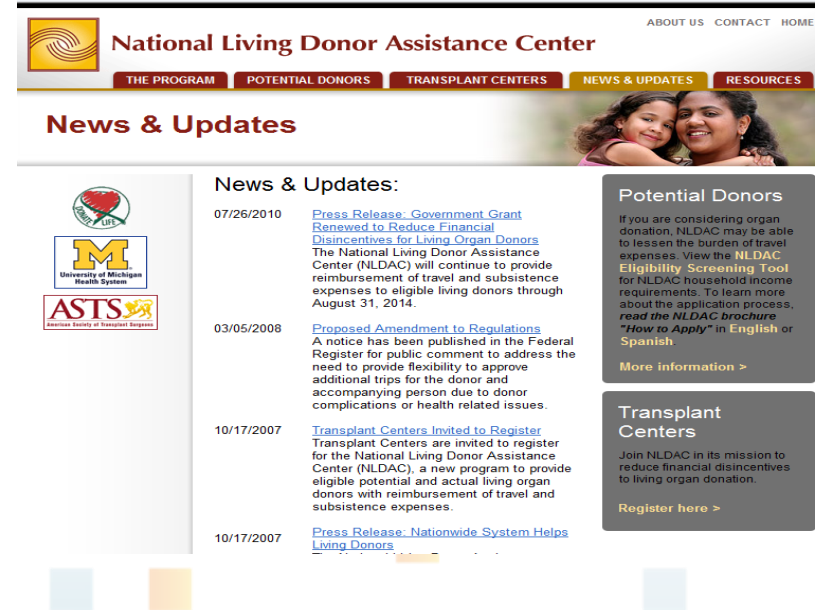


**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

- If matched pair is out of network, can an agreement be made?
- Coverage gaps?
  - NLDAC assistance
- NKR solutions for:
  - Patients with Medicaid
  - Patients not eligible for Medicare



**National Living Donor Assistance Center**

ABOUT US CONTACT HOME

THE PROGRAM POTENTIAL DONORS TRANSPLANT CENTERS NEWS & UPDATES RESOURCES

### News & Updates

**News & Updates:**

- 07/26/2010 [Press Release: Government Grant Renewed to Reduce Financial Disincentives for Living Organ Donors](#)  
The National Living Donor Assistance Center (NLDAC) will continue to provide reimbursement of travel and subsistence expenses to eligible living donors through August 31, 2014.
- 03/05/2008 [Proposed Amendment to Regulations](#)  
A notice has been published in the Federal Register for public comment to address the need to provide flexibility to approve additional trips for the donor and accompanying person due to donor complications or health related issues.
- 10/17/2007 [Transplant Centers Invited to Register](#)  
Transplant Centers are invited to register for the National Living Donor Assistance Center (NLDAC), a new program to provide eligible potential and actual living organ donors with reimbursement of travel and subsistence expenses.
- 10/17/2007 [Press Release: Nationwide System Helps Living Donors](#)

**Potential Donors**  
If you are considering organ donation, NLDAC may be able to lessen the burden of travel expenses. View the [NLDAC Eligibility Screening Tool](#) for NLDAC household income requirements. To learn more about the application process, [read the NLDAC brochure "How to Apply"](#) in [English](#) or [Spanish](#).  
[More information >](#)

**Transplant Centers**  
Join NLDAC in its mission to reduce financial disincentives to living organ donation.  
[Register here >](#)



**Streamlined Billing Service**



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances



## Ensure your program's Administration & Finance staff have discussed:

1. Internal process for billing for donors
2. How to post receipts for donor invoices
3. How this will affect the Medicare Cost Report



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

## CMS KPD guidelines published April 2016

- the living donor is your program's until the donor is accepted for a match with another recipient
- once the donor is matched with a recipient, any additional tests requested by the recipient's center... are billed at cost to the recipient's center



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You

# Living Donor Finances

**HEALTH INSURANCE CLAIM FORM**

**Remove donor name and demographics**

**Add donor diagnosis**

**Add donor modifier**

- Have your program set up a system to blind all donor bills to avoid any breaches in confidentiality



12th Annual Living Donation Conference

Presented by the American Foundation for Donation and Transplantation



# Top Ten Things You Should Know About Living Donor Finances

## ✓ Create a worksheet for tracking:

- Did you bill for your donor?
- Did you receive payment for your donor?
- Did you receive an invoice for your recipient's donor?
- Did you pay the invoice for your recipient's donor?
- Contact
- Chain
- Etc....



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation



# Top Ten Things You Should Know About Living Donor Finances

## 2 – Use tools that can help you accomplish what is needed and what has been completed



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

Income?

Retired?



COBRA?

Residency?

Marital Status?

Support?

Employment?

Copays?

Use staff friendly tools to help assess patients

Deductibles?



12th Annual Living Donation Conference

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

- Patient friendly worksheets

**Transplant Insurance Worksheet\***

As of (indicate date): \_\_\_\_\_  
\* please note that this is an estimate based on information from your insurer as of date indicated

Primary Insurance Company:			
Secondary Insurance Company:			
Additional Insurance:			
	Yes/No	Comment/Additional Information	
Is Saint Barnabas Medical Center (SBMC) in-network?			
Are living donor costs covered?			
Does my insurance cover travel costs for my living donor?			
Will I get a bill from the hospital for my inpatient transplant admission?			
Will I get bills from the doctors that treat me when I am inpatient for the transplant?			
Do I need to get referrals from Primary Care Physician for post-transplant clinic visits?			
Will I have co-pay for clinic visits after transplant?			
Can I have my post transplant labs drawn at SBMC?			
Are pre-authorizations needed for tests/services?			
Transplant Case Manager and Contact Information:			
<b>Transplant Medication Coverage</b>			
What company provides my medication?			
Do I have mail order benefits?			
Cost of 30 day supply for each drug from a retail pharmacy i.e. CVS	Brand	Generic	Comments
Cost of 90 day supply for each drug from a retail pharmacy i.e. CVS	Brand	Generic	Comments
Do I have mail order benefits?	If yes, who is my mail order pharmacy provider:		
If yes, cost for a 90 day supply for each drug from a mail order	Brand	Generic	Comments



**12th Annual Living Donation Conference**  
 Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

- **Staff friendly checklists**

**The following are recommended guidelines on administrative and financial tasks that need to be completed in order to facilitate a paired exchange.**

	Recipient Center	Donor Center
<b>Prior to exchange registration of recipient and intended donor:</b>		
Transplant financial coordinator reviews <b>recipient's</b> insurance to notify insurer of potential exchange registration.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Transplant social worker also assesses <b>recipient</b> for potential exchange participation to identify potential coverage gaps	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Recipients</b> are educated and counseled appropriately by the multi-disciplinary team as to whether participation is an option.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>At the time of Registry registration of recipient and intended donor:</b>		
<b>Verify that recipient or donor have been cleared:</b>		
medically	<input type="checkbox"/>	<input type="checkbox"/>
psychosocially	<input type="checkbox"/>	<input type="checkbox"/>
financially	<input type="checkbox"/>	<input type="checkbox"/>
<b>At time that recipient's center is notified of a potential match in the Registry:</b>		
Prior to cross-matching, <b>the recipient's transplant center must re-verify recipient's insurance</b> and if applicable, contact insurer to describe nature of potential transplant.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Recipient center must confirm that recipient insurance covers donor at donor center</b> — for example, if recipient is receiving a kidney from an out-of-state donor, does recipient have out-of-network coverage for donor's providers?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Donor Center must confirm that any providers involved in the case are approved by recipient's insurance</b> (either in-network or authorized) and also how the donor facility's charges for the nephrectomy will be paid - i.e. at cost per Medicare Cost Report	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Will there be other costs for the donor and recipient</b> - i.e. transportation - who will be responsible and how will it be paid? <i>* Note- both recipient and donor center must ensure that recipient's insurance will cover providers at both centers</i>	<input type="checkbox"/>	<input type="checkbox"/>
<b>At time of recipient center's match acceptance:</b>		
Logistics are coordinated clinically and <b>recipient's insurance information is re-verified, by both recipient and donor center</b> insurance authorizations are obtained and variances are arranged for out-of-network services, if applicable	<input type="checkbox"/>	<input type="checkbox"/>
<b>Information is communicated to the donor transplant center</b> via paired exchange memo, which outlines all demographic and financial elements of recipient and donor, as well as important contacts, needed for proper claims submission	<input type="checkbox"/>	<input type="checkbox"/>
<b>At time of paired exchange transplant:</b>		
<b>Submit bills for the transplant as follows: (See UNOS/OPTN Kidney Paired Donation Financial &amp; Administrative Recommendations for detailed information)</b>		
All recipient bills (both facility and provider) are billed directly to recipient insurer	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Donor Center claims for the donor nephrectomy are sent to the recipient transplant center. Recipient center to process.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Donor provider bills are sent to either the recipient's insurance or to the donor hospital, if there is a global arrangement with recipient center	<input type="checkbox"/>	<input type="checkbox"/>



**12th Annual Living Donation Conference**  
Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

**1- Learn from each living donor transplant that is performed**



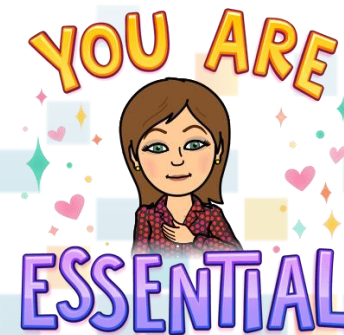
**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

## Learn from each other

(improve the process and strive to do more transplants)



**12th Annual Living Donation Conference**  
Presented by the American Foundation for Donation and Transplantation



# Top Ten Things You Should Know About Living Donor Finances

Working together. Saving lives.



STSW

Society for Transplant Social Workers



International  
Transplant Nurses  
Society

NATCO

The Organization for Transplant Professionals

American Foundation for Donation and Transplantation

Meeting the unmet needs in transplantation



12th Annual Living Donation Conference

Presented by the American Foundation for Donation and Transplantation

# Top Ten Things You Should Know About Living Donor Finances

- 10 – Financial Coordinators are a critical member of the disciplinary team
- 9 – Timing is everything
- 8 – Know your recipient and donor policies
- 7 – Communication is key
- 6 - It's all about the recipient's insurance
- 5 – Have a plan for donor complications
- 4 – Keep on top of the regulations
- 3 – If your center performs Kidney Paired Exchange – establish a process
- 2 – Use tools that can help you accomplish what's needed and what's completed
- 1 - Learn from each living donor transplant that is performed**



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation

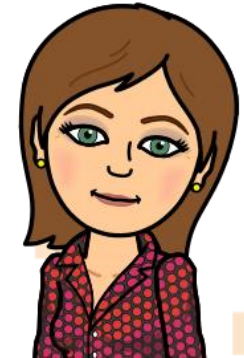


# Top Ten Things You Should Know About Living Donor Finances



**Andrea Tietjen**  
**973-322-2974**

**THANKS**



**andrea.tietjen@rwjbh.org**



**12th Annual Living Donation Conference**

Presented by the American Foundation for Donation and Transplantation