Transplant resources

UnitedHealthcare Community Plan of Arizona

Plan contacts

AHCCCS liaison (not UnitedHealthcare Community Plan [UHCCP])	Cindy Hostetler, R.N., BSN	**Phone: 602-417-4336**	**cynthia.hostetler@azahcccs.gov**
Transplant Resource Services (TRS) care management	SCT, CAR-T, gene therapy	**Phone: 888-805-1802, ext. 613965** **Fax:** 877-814-0488	
	Solid organ, VAD/CAD	**Phone: 866-534-7209, ext. 613563**	**jillian.johnson@optum.com**
Transplant coordinator	Jillian (Jill) Johnson, BSN	**Phone: 866-534-7209, ext. 613563**	**jillian.johnson@optum.com**
Member Services	• Medicaid – ACC/DD; Medicare – Dual Complete: **800-348-4058** • Medicaid LTC: **800-293-3740**		
Prior authorization	• Non-solid organ: Call **888-936-7246** or fax 877-814-0488 – Fax is the preferred process for component submissions – Phone is the preferred process for inpatient event notification • Solid organ: Call **800-445-1638** or submit in the **UnitedHealthcare Provider Portal**		
CAR T-cell therapy	Contact TRS transplant care manager (see above)		
Gene therapy	Contact TRS transplant care manager (see above)		

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Plan contacts (cont.)

Bridge to transplant for ventricular assist device (VAD)/coronary artery disease (CAD)	• Contact your facility's UnitedHealthcare inpatient care manager (ICM) • All other VADs: Fax 855-282-8929 or email **optumvad@optum.com** The Optum VAD team processes requests (not the ICM nor the transplant care manager).		
VAD for destination therapy	Same as Bridge to Transplant (see above)		
Dental prior authorization	**Phone: 855-812-9208**		
Pharmacy prior authorization	**Phone: 800-310-6826**	**Fax:** 866-940-7328	
Inpatient prior authorization	• ACC and DD LOB: **800-445-1638** • Long-term care: **877-842-3210**		
Concurrent review	• Non-solid organ: – Phone: **888-936-7246** – Alternative: Fax to 877-814-0488 • Solid organ: UnitedHealthcare inpatient care manager/care manager		
Claims/encounters	UnitedHealthcare Community Plan transplants – All types	Crystal Pirritano: **763-361-3449**	**Email:** **az_transplants_dl@ds.uhc.com** Mail: Attn: Transplants 1 E. Washington St., Suite 900 Phoenix, AZ 85004

Frequently asked questions

Do you require prior authorization when AHCCCS is secondary to Medicare or commercial insurance (includes components, annual testing, post-transplant services)?	No. Not when primary payer has approved to pay for transplant services. Claim(s) for secondary payment are processed upon submission with the Explanation of Benefits (EOB). The facility/provider must be registered with AHCCCS.
Do you require prior authorization for consultations?	• Prior authorization is not required for a transplant consultation • Prior authorization **is required** for a formal transplant evaluation

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Frequently asked questions (cont.)

Do you require all notes be sent for every request or just new notes that were not previously sent?	Any new sufficient clinical information to demonstrate medical necessity for the request being authorized is required.
Do you require prior authorization for anniversary/annual testing? Is it a part of the listing authorization?	Annual testing is associated with the listing authorization.
What specifically is included in the listing authorization for solid organs?	Any new or additional testing that is required to establish continued transplant candidacy
Does the (listing) approval authorization for solid organ transplant need to be updated annually?	Yes. We recommend the transplant facility reconfirm the approval authorization annually to ensure ongoing authorization.
How long after a transplant should requests be submitted, where should they be sent and what form is required?	For services that require prior authorization, please follow the **UnitedHealthcare Prior Authorization Guidelines for Arizona**: • Medications: See Pharmacy section • Inpatient events: Submit admission notification and contact the facility inpatient care manager • Care management: Contact the care management team, up to 1 year post-transplant • All other inquiries: Contact the UHCCP transplant coordinator
Does an inpatient evaluation require prior authorization?	Generally, no. However, some facility contracts have requirements that require an authorization for an inpatient evaluation. UHCCP should always receive a notification when a member is admitted to a facility. When admitted for transplant-related services, please make this clear during the notification process.
Component authorizations	
Kidney and/or liver transplants	
Kidney prep/transplant – Day 10	• Issued when notified of transplant admission • Call the intake team at **888-936-7246** at time of admission for transplant • Notify the ICM assigned to the admission facility and send necessary clinical information

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Kidney and/or liver transplants (cont.)	
Living donor surgeries – Kidney and liver	• Additional authorization is required for the donor's inpatient surgery • This includes recovery up to and including day 3 of inpatient convalescent care
Days 11 – Discharge	• Additional authorization is required • Notify the ICM assigned to the facility of continued inpatient stay and send updated clinical information
All other solid organ and BMT/SCT transplants	
Prep/transplant, days 1–30 and days 31–60	• Call our intake team at **888-936-7246** time of admission for prep and transplant • Notify the transplant care manager of admission and send clinical information • Once the member is transplanted, additional authorizations will be created • Notify the ICM assigned to the facility of continued inpatient stay and send updated clinical information
Allogeneic harvest	• Prior authorization required • May be submitted at same time or after the procedural listing authorization is requested
Days 61 – Discharge	• Notify the assigned facility ICM when member remains inpatient past day 60 • Upon request, send appropriate clinical information for medical necessity review
Days 61–100 – Outpatient (Mayo HSCT only)	• Authorization is issued when requested from Mayo • Notify the assigned facility ICM of the continued inpatient stay and send updated clinical information
Contracted lab and coverage	
Contracted lab	The exclusive lab is Labcorp: 800-788-9743
Can we do labs at the transplant center if it's not a component/global service?	Transplant-related labs can be done at the transplant center up to **1 year** post-transplant.
Dental	
Do you require dental clearance when AHCCCS is secondary to Medicare or commercial insurance?	No.

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Dental (cont.)	
If member needs dental services, who does the member or transplant center call?	• To find a network dental provider: Search the **Dental provider directory** or call Provider Services at **855-812-9208** • For additional support, transplant centers may contact a dental provider advocate at **dental_azcspradv@uhc.com**
What is the process for obtaining dental services?	• The dental provider should see the member, determine the care needed and email the prior authorization request directly to a dental provider advocate at **dental_azcspradv@uhc.com** **Note:** It is not uncommon for dental providers to misunderstand the adult AHCCCS dental benefits and that the adult dental services related to transplant care may be covered. **Dentists/AHCCCS providers cannot bill an AHCCCS member for AHCCCS-covered services.** • See **AMPM POLICY 310-D1** for AHCCCS policy benefit details
Transportation and lodging	
Who does the member or transplant center call for local transportation?	• Non-emergency medical transportation (NEMT): Call MTM at 888-700-6822 **Note:** NEMT is a covered benefit if the member cannot provide, secure or pay for their own transportation and free transportation is not available.
Who does the member or transplant center call for out-of-state transportation?	• Facilities should use the **Arizona lodging and special transportation request form** and email to **travellodgingaz@uhc.com** • Further questions can be directed to the care manager
When is lodging covered?	Per AHCCCS: Transportation and lodging within the United States may be covered for the transplant recipient and donor, when necessary, 1 adult caregiver, to and from medical treatment during the time it is necessary for the member to remain near the transplant center. When it's necessary for a potential donor to travel for testing to determine if they are a match or to donate either stem cells or organs, the donor's travel costs including room and board within the United States are covered under the transplant recipient's benefit. Transportation and lodging for post-transplant evaluation and treatment is covered when medically necessary. The transplant facility is responsible for assisting the health plan as needed with the lodging arrangements.

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Transportation and lodging (cont.)	
Who can the member or transplant services call about lodging arrangements?	• Facilities should complete the **Arizona lodging and special transportation request form** • Then submit securely to **travellodgingaz@uhc.com**
Who can the member or transplant services call for other travel-related questions?	• Contact the care manager • Facilities may call Rayna Hernandez at **602-255-1673**
Pharmacy	
If member has an issue obtaining a medication, who should the transplant center or member call?	Optum Rx: **800-310-6826**
Who should the point-of-sale pharmacy call?	Optum Rx: **800-310-6826**
Miscellaneous	
Peer-to-peer reviews	• In the event of a denial, peer-to-peer information is contained within the member's Notice of Adverse Benefit Determination Letter (NOABD) **Note:** Per AHCCCS policy, any peer-to-peer review is informational only and cannot overturn a denial decision. An appeal, with consent from the member, must be submitted for the denial decision to be reconsidered. • For any other desired peer-to-peer review, please contact the care manager by transplant type
Health plan site	**UnitedHealthcare Community Plan of Arizona**
Online prior authorization search tool	**UHCprovider.com/priorauth**
Evidence-based care guidelines	Please view the UnitedHealthcare **Clinical Guidelines** for complete details. Search by transplant type or view specific links below: • **Solid Organ Transplantation** • **Hematopoietic Stem Cell Transplantation** • **Gene Therapy** • **Chimeric Antigen Receptor T-Cell (CAR-T) Therapy** • **Mechanical Circulatory Support Devices (MCSD)**

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