

## Amerigroup District of Columbia, Inc. transplant service request instructions

Please see the following instructions regarding transplant services approvals for Amerigroup members.

### Requesting new services for patients

To start new and individual requests for pretransplant evaluations, submit the following information by phone or fax:

- Member demographics:
  - Member name
  - Member ID number
  - DOB
  - Gender
- Diagnosis information
- Type of transplant

If medical necessity criteria are met, we will authorize the pretransplant evaluation.

### For patients on wait/post-transplant lists

There is no need to make members on these lists inactive. We'll expedite their approval process. The process for patients on wait/post-transplant lists is as follows:

- Transplant centers fax lists of their patients to us — including the basic information listed above as well as dates of the United Network for Organ Sharing listing **or** dates of the actual transplant procedures.
- Our medical director reviews each list and advises whether approvals are granted:
  - Medical records can be submitted to us later.
  - Single case agreements with out-of-network facilities are processed as needed.

### Next steps for approvals

Once the evaluation is complete, submit the following information by fax:

- The member's history and physical information
- Consultation notes
- Lab values
- Social history (e.g., social worker's notes)
- Diagnostic studies
- Additional information you feel is important to our review decision

When medical necessity criteria are met, you will receive our written notice of approval. Please note that authorizations for transplant procedures are provided at the time of admission (not in advance). When medical necessity criteria are not met, we will mail a notice to the requesting provider and member — including appeal rights and instructions.

For all transplant inquiries and requests, please contact the Amerigroup Transplant Services team by phone 1-888-830-4300, option 1, followed by option 1 again or fax 1-888-762-3199.

The information in this update may be an update or change to your provider manual. Find the most current manual at:

<https://providers.amerigroup.com/DC>