

Transplant

The Transplant program is a free service that focuses on care coordination services while building unique relationships with facilities and other service providers to ensure that members obtain information, assistance, and the best possible care. The member is supported through every aspect of the transplant process, including evaluation, pre-transplant, transplant, and post-transplant.

Who is eligible for the program?

Members who are eligible for an organ transplant due to worsening of disease—all lines of business except GHI NYC PPO and delegated members.*

How do members enroll?

To enroll, members can call the Care Management department at **800-447-0768 (TTY 711)**, Monday through Friday, 9 a.m. to 5 p.m. Members can also enroll on the EmblemHealth website at: emblemhealth.com/live-well/chronic-conditions/connect-with-care-management.

How does the program benefit the member?

- Provides access to resources including home health care services, transportation, durable medical equipment (DME), and inpatient hospitalizations support.
- Provides care coordination and utilization management support for up to one year post-transplantation.
- Helps members connect to transplant centers including Centers of Excellence.

How can you support members/your patients in the program?

You can support your patients by coordinating with the Care Management team to help address any outstanding gaps in care and working with members to define and meet their care goals.

Are there additional considerations?

- HIP members receive post-transplant care management services from Optum, and EmblemHealth performs care coordination.
- GHI NYC PPO members receive transplant procedure approvals and care management services from Blue Cross Blue Shield, and EmblemHealth provides care coordination services including DME.



- All other EmblemHealth members receive authorizations, care management, and care coordination services from EmblemHealth. Members also receive access to additional resources.

How long is the program?

The program is available to members up to one year post-transplant.

How do I find out more?

For more information and/or for your referrals, call our Care Management department at **800-447-0768 (TTY 711)**, Monday through Friday, 9 a.m. to 5 p.m.

* Some managing entities (delegates) offer their own care management programs for EmblemHealth members under their care. For more information about their care management programs, go to emblemhealth.com/providers/manual/health-promotion-and-care-management, under the "Care Management Programs" drop-down, at the bottom.

