

MEDI-CAL PROVIDER EDUCATION

SUBJECT: **Medi-Cal Transplant Referral**

No.106

PURPOSE: To provide guidelines for coordinating care for Medi-Cal transplant members

Background Information:

Except for kidney and cornea transplants, major organ transplant procedures that are covered by Medi-Cal Fee-for-Service but are carved out (not under the responsibility of) by Medi-Cal managed care programs (such as those that Regal Medical Group and its affiliated medical groups are contracted with). Major Organs covered by the Medi-Cal Fee for Service program are listed but not limited to:

1. Bone Marrow/Stem Cell
2. Heart
3. Liver
4. Lung
5. Pancreas
6. Heart/lung
7. Combined liver/kidney.
8. Combined liver/small bowel
9. Combined pancreas/kidney
10. Small Bowel Transplant

1. How do you transition Care for a potential Major Organ transplant:

When a member is identified as a potential major organ transplant candidate:

- Provider must submit an authorization to the Regal Medical Group for coordination of care to begin.
- REGAL's transplant nurse will refer the member to a Medi-Cal approved transplant center for evaluation.
- If the transplant center Physician considers the member to be a suitable candidate, the **Transplant Center Physician will submit a Treatment Authorization Request (TAR) to the San Francisco Medi-Cal Field Office (For adults 21 years and older).**
- For children under 21 years of age, Regal will coordinate the approval of the TAR with California Children's Services Program.

For members 21 years and older, major organ transplant authorization requests (Except kidney) must be sent to:

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**San Francisco Medi-Cal Field Office
185 Berry Street, Suite 290
San Francisco, CA 94107
(415) 904-9600**

- Once the TAR has been approved the transplant center must notify REGAL's transplant nurse of the approval for member disenrollment to begin.
- **Transplant procedure must not be performed prior to the TAR approval by DHCS since DHCS will be covering all charges for the procedure**
- REGAL's transplant nurse will notify the Patient Advocacy Department to initiate disenrollment of the member when all of the following has occurred:
 - Referral of the member to the organ transplant facility.
 - Facility's evaluation has concurred that the member is a candidate for major organ transplant
 - Major organ transplant is authorized by either DHS Medi-Cal Field Office or the CCS Program
- Regal is responsible for providing all medically necessary covered services until the member has been disenrolled from the medical group
- Upon disenrollment, Regal will ensure continuity of care by transferring all for the member's medical documentation to the transplant physician. The effective dates may be retroactive to the beginning of the month in which the member was approved so Care Managers will follow all services provided through the completion of the disenrollment.

2. How do you transition Care for a potential Kidney and Cornea transplant:

- Kidney and Cornea transplants are the responsibility of Regal Medical Group. Members needing **Kidney and Cornea transplants do not get disenrolled** from the group; Regal Medical group has full risk and is responsible for coordinating care for all Kidney and Cornea transplant members.
 - When a PCP/Specialist identifies members who may be potential candidates for a Kidney or Cornea transplant. PCP will fax a request/send referral or authorization to Regal Medical Group's Prior Authorization Department who then funnels the case to the Transplant Case Manager for processing.
 - Transplant Case Manager will put together the complete set of medical records, evaluate medical necessity and forwards the transplant packet to the Medical Director for review. A determination is made within seven business days.
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- If the request is approved, the Transplant Case Manager with Prior Authorization issues all authorizations for member referrals and the Outpatient Transplant Case Manager develops a case management plan.
- The transplant center notifies the Outpatient Transplant Case Manager when the member is admitted for transplant.
- Prior to discharge from the hospital, the Transplant Case Manager with Prior Authorization issues authorizations for immediate follow-up of medical care requested by the transplant center.
- The transplant center case manager completes a discharge summary report and submits the information to the member's primary care physician (PCP) within five days of discharge. This information is intended to assist the PCP in issuing ongoing care referrals.
- If the request for a kidney transplant is not approved, the Transplant Case manager with Prior Authorization department documents it and notifies the member and the transplant center of the review decision.
- For Members under the age of 21, California Children's Services (CCS) covers major organ transplants. Regal will coordinate the approval of the TAR with California Children's Services Program.

3. What if the member is a Cal Optima Member:

Cal Optima centrally case manages all potential transplant patients over the age of 21. Cal Optima members who are identified as potential transplant patients are transferred from their health network (Regal Medical Group) into Cal Optima Community Network.

If a contracted provider finds that a potential transplant member is a Cal Optima member:

- The provider must submit an authorization to the medical group stating that the member is a Cal Optima member needing a transplant.
- Regal will work with Cal Optima's Case Management department to transition the member to Cal Optima Community Network and to identify an appropriate transplant center

To request Prior Authorization, PCP can fill out the online authorization form located at www.regalmed.com under the provider section with their **Regal Express Access**