

WELCOME TO THE AmeriBen Medical Management Transplant Navigator Program

If you or a dependent are a possible candidate for an organ transplant, the AmeriBen Transplant Navigator Program can help ensure you receive quality care from a first-rate medical provider. The Transplant Navigator Program directs transplant surgery candidates to Mayo Clinic, world renowned provider for transplants, for a second opinion pre-transplant evaluation, allowing you to focus on getting the caring treatment you need at an institution of excellence.

THIS PROGRAM IS PROVIDED AT NO ADDITIONAL FEE for employees and dependents who are enrolled in the employer's medical plan. It also includes a personal CorsoCare Patient Advocate Service to ensure you have a positive experience throughout the process. Refer to your medical plan benefit description or AmeriBen Medical Management for coverage information.

Why Mayo?

Named one of the "Best Hospitals" by U.S. News & World Report for 22 consecutive years, Mayo Clinic is the first and largest integrated, not-for-profit group practice in the world. More than 1,400 transplants are performed each year at Mayo Clinic's state-of-the-art facilities, making their nationally-recognized transplant program the largest in the country.

Patient Advocate:

The Transplant Navigator Program includes CorsoCare Patient Advocate services which are customized to fit each patient's unique circumstances. You will be paired with a CorsoCare Patient Advocate (who has a minimum of five years of clinical nursing experience) who will provide you and your companion compassionate, emotional, and clinical support throughout the process.

Your CorsoCare Patient Advocate does not work for your employer or AmeriBen. The CorsoCare Patient Advocate Service is an independent, dedicated resource provided as a courtesy by AmeriBen and your employer.

Covered Transplants:

The Transplant Patient Advocacy Program covers the following transplant surgeries:

- Bone marrow/stem cell
- Heart
- Lung
- Heart and lung
- Liver
- Pancreas
- Kidney and pancreas

Other transplants, such as cornea or kidney, do not require pre-evaluation at Mayo Clinic. Contact AmeriBen Medical Management for details.

THE SECOND OPINION PRE-TRANSPLANT EVALUATION MUST BE PRE-APPROVED BY AMERIBEN MEDICAL MANAGEMENT AND PERFORMED AT A MAYO CLINIC FACILITY.

Mayo Clinic facilities are located in:

- Rochester, MN
- Phoenix (Scottsdale), AZ
- Jacksonville, FL



AmeriBen Medical Management Transplant Navigator Program

Frequently Asked Questions

How do I determine whether my transplant will be covered?

To request approval for a potential transplant surgery, contact AmeriBen Medical Management (phone number located on your medical ID card) and discuss your situation with a specialist from case management. The case manager will explain the program and guide you through the process for receiving approval for medical plan coverage.

How do I arrange for my second opinion pre-transplant evaluation at Mayo Clinic?

Soon after contacting AmeriBen Medical Management you will be contacted by your CorsoCare Patient Advocate. Assuming you are able to travel and time permits, your visit to Mayo Clinic will be for a one-to-seven day second opinion evaluation to determine your eligibility for a transplant. Your CorsoCare Patient Advocate will assist you in arranging this evaluation appointment at Mayo Clinic.

What services are included with Transplant Navigator Program?

The CorsoCare Patient Advocate services begin after you call AmeriBen Medical Management and identify yourself as a transplant candidate. AmeriBen Medical Management will then contact the CorsoCare Patient Advocate and provide them with your phone number. The CorsoCare Patient Advocate will call you directly and help you set up your evaluation appointment at Mayo Clinic. The CorsoCare Patient Advocate, who is also a nurse, will identify him or herself as part of the Transplant Patient Advocacy Program. The Advocate's ONLY purpose is to help you and your companion with the entire process.

Services include:

- Making appointments with Mayo Clinic
- Assisting in the gathering of your medical records
- Accompanying you for admissions support for the first 24 hours at Mayo Clinic
- Anticipating your needs during your visit
- Providing daily "check up" calls while you are at Mayo Clinic
- Telephonic support
- And more...

What travel services are not covered under this program?

Non-covered expenses include convenience items such as a telephone, entertainment items, valet parking, apartment furnishings, groceries, meals (outside of what the facility provides while you are inpatient), laundry services, detergent, and gratuities.

When will I get the transplant?

Mayo Clinic will answer questions about your specific case and average wait times.

What travel services are provided under this program?

Refer to employer benefit plan for travel expenses for the initial evaluation visit, the transplant visit, and any necessary follow-up visits. AmeriBen will send you a letter that explains this travel coverage in detail. Receipts are required for all reimbursements.

Whom can I contact if I have additional questions about this program?

If you have general questions about the program, you should contact AmeriBen Medical Management (phone number located on your medical ID card).

For more information on Mayo Clinic and frequently asked patient questions, log on to: <http://www.mayoclinic.org/patientinfo/faqs.html>.

