

Network Q&A: Making Informed Decisions

People who need a solid organ or bone marrow transplant often have a difficult time choosing the best place for their care. There are hundreds of transplant programs that perform transplants within the United States. However, some programs perform many more transplants and have better survival rates than others.

OptumHealth provides the products and services needed to make informed choices about where to receive your transplant care.

Who is OptumHealth?

OptumHealth is one of UnitedHealth Group's specialized health care companies. Our clients include a large number of insurance companies and employers. OptumHealth provides these clients with access to a network of transplant programs across the country that excel in transplantation. We also provide our clients with detailed information about these transplant programs. This information helps our clients, and their transplant patients, select a transplant program for their specific needs.

How does OptumHealth choose the medical centers that are members of their network?

OptumHealth has created a detailed survey to evaluate the quality of a medical center's individual transplant program(s).

Each transplant program (e.g. heart, kidney and blood/marrow) must complete a survey before they are considered for the Transplant Resource Networks Centers of Excellence network. Once the surveys are complete, our quality department reviews them. Only the highest quality transplant programs are asked to become members of the Network.

To remain a member of the Network, each transplant program must complete a new survey each year. This process helps us make sure that the transplant programs continue to meet our strict clinical standards.

The following is an example of the information reviewed by OptumHealth when evaluating a transplant program for the Network.

- **Transplant Volumes and Outcomes:** How many transplants have been performed at the transplant program? What is the survival rate for patients that have been transplanted at this transplant program?
- **Transplant Program Structure:** Who are the members of the transplant team? What experience do they have in transplantation? How many years have they been performing transplants? Where were they trained?
- **Transplant Program Process:** How well does the transplant program work with the patients, their families and community physicians during the transplant process? Is there affordable housing for families traveling from out of town? Are there support groups for transplant patients?

Does OptumHealth provide medical coverage for my transplant?

No. OptumHealth provides access to, and information about, the transplant programs that are in our network. Your insurance company or employer pays for the transplant according to your specific medical plan.

When should I tell my insurance company or employer about a potential transplant? Who contacts OptumHealth?

It is very important to notify your insurance company or employer as soon as you learn that you, or a family member, may need a transplant. This way, you can discuss your transplant options and be referred to the best possible transplant program for your specific needs. Your insurance company or employer will contact OptumHealth immediately.

What happens if someone is currently in the hospital for a transplant procedure?

Transplant patients who are already in a hospital for treatment will be assisted on a case-by-case basis. For more information, call the toll-free telephone number on your health insurance card.