



# Welcome to Transplant Resource Services

Helping you find care at one of the  
nation's leading transplant programs



## Table of contents

Welcome to Transplant Resource Services . . . . .3

Frequently asked questions about transplants . . . . . 4-5

The Transplant Centers of Excellence (COE) network . . . . .6

Key resources . . . . .7

What to expect during the transplant process . . . . .8-10

Questions to ask about your transplant . . . . . 11-13

Helpful resources and websites . . . . .14-19

For helpful questions to ask your transplant team, see pages 11-13.



---

### **Transplant Resource Services**

**1-888-936-7246, TTY 711**

Monday through Friday, 7 a.m. to 6 p.m. CT

For faster service, please have your nurse's name or extension available.

---



## Welcome to Optum and Transplant Resource Services

Welcome to Transplant Resource Services (TRS), offered as part of your health plan. We help people who may need a transplant find the care that's right for their needs.

As part of TRS, you have access to one of the nation's leading transplant programs through the Optum® Transplant Centers of Excellence (COE) network. Receiving a transplant from a COE means you'll get care from professionals with extensive expertise in transplantation.

This guide is meant to help answer your questions about the transplant process.

*Coverage for transplant and transplant-related services is based on your health plan. If you have questions, please check your benefit plan document or call the customer service number on your health plan ID card.*

# Frequently asked questions about transplants

## Solid organ transplants

### When is a solid organ transplant needed?

This type of transplant is done when an organ is not working properly. When medical or surgical treatments cannot repair an organ, it will need to be replaced.

### Where do transplant organs come from?

**Transplant organs come from either:**

1. A living donor (related or unrelated to you)
2. Someone who has passed away and agreed to donate their organs

### Who decides when people can get a solid organ transplant?

Your doctor and other health care professionals at your transplant center make the choice about using living donors and scheduling that type of transplant. Your transplant center care team decides who to add to the waiting list for deceased donors. The distribution of solid organs from deceased donors is managed by the United Network for Organ Sharing (UNOS).

UNOS is a private, nonprofit membership organization. It operates under the Organ Procurement and Transplantation Network. UNOS matches donors to recipients using the national transplant waiting list. UNOS establishes the rules that decide which patients on the list will be offered organs from deceased donors. All U.S. organ transplant facilities must belong to UNOS. This means they have to follow UNOS's organ procurement and transplantation procedures.

Your doctor makes the decision about using living donors and how to schedule transplants from living donors.

### Who is on a typical care team?

**A typical solid organ transplant team includes:**

- **A case manager** who guides you through the clinical aspects
- **A nurse** who provides medical assistance before and after surgery
- **The transplant surgeon** who places the healthy organ into your body
- **A pharmacist** who can answer any questions about your prescriptions
- **A dietitian** who can provide healthy nutrition advice
- **A social worker** who can assist you with financial and community resources

### What happens after a solid organ transplant?

You'll typically stay in the hospital for a recommended period of time to make sure your body has accepted the new organ. You will also receive diet, exercise and medication instructions to take care of your body going forward with the new organ. Follow these instructions carefully.



## **Bone marrow/stem cell transplants**

### **When is a bone marrow/stem cell transplant needed?**

These types of transplants are done to replace or rescue damaged and diseased marrow. They are done after chemotherapy and/or radiation to help restore the immune system. In some cases, they are also used to treat solid tumors.

### **What are the different types of bone marrow/stem cell transplants?**

Depending on who donates the stem cells, there are two types:

- **Autologous:** When a patient uses his or her own stem cells.
- **Allogeneic:** When a patient receives stem cells from donor. Donors can be related or unrelated to you. Stem cells can even come from umbilical cord blood that has been donated by parents after their baby is born.

### **What is the difference between allogeneic related and allogeneic unrelated bone marrow/stem cell transplants?**

You would receive an allogeneic related transplant if your donor is related to you. If your donor is not related to you, then it would be an allogeneic unrelated transplant.

### **How are you matched to a donor?**

Your doctor will work with you to find a suitable donor. Doctors typically test your DNA to match your human leukocyte antigen (HLA) to potential donors. HLA is a unique marker that stimulates immune responses from the body. HLA types are inherited, so there is a higher chance of finding a match when the donor is related to you or of the same race and ethnicity.

### **How is a donor search started for unrelated allogeneic transplants?**

People using their own stem cells or those from a relative do not need to do an unrelated donor search. If you need an unrelated allogeneic transplant, your care team will search the Be the Match registry for a donor.

The National Marrow Donor Program (NMDP) is a private organization contracted by the federal government. It manages the registry for all allogeneic stem cell donors in the United States. This registry has matching information for over 39 million stem cell donors. It also has nearly 806,000 units of donated umbilical cord blood.\* The NMDP works with stem cell registries around the world to find donor/recipient matches.

### **Source:**

\*National Marrow Donor Program. Be the Match Registry. [bethematch.org/about-us/how-we-help-patients/be-the-match-registry/](https://bethematch.org/about-us/how-we-help-patients/be-the-match-registry/). Accessed March 3, 2022.



## The Transplant Centers of Excellence network

In 2019, more than 300 facilities performed over 60,000 solid organ and stem cell transplants.\* With so many places to choose from, one of the most important decisions you can make is where to go for care.

Through TRS, you have special access to our Centers of Excellence (COE) network. The programs in this network all meet our criteria in 3 key areas:

- **Transplant program outcomes:** Patient and organ (graft) survival number of transplants performed yearly
- **Transplant program structure:** Doctor and program experience, program accreditation, involvement in new research
- **Transplant program process:** Medical protocols, eligibility criteria, peer-reviewed publishing, continuous quality improvement, patient education

### For the most up-to-date transplant network maps, visit:

[myoptumhealthcomplexmedical.com/gateway/public/transplants/transplantLinks.jsp](https://myoptumhealthcomplexmedical.com/gateway/public/transplants/transplantLinks.jsp)

#### \*Sources:

Organ Procurement and Transplantation Network. Advanced report built for counts of facilities reporting transplants in 2019. [optn.transplant.hrsa.gov/data/view-data-reports/build-advanced/](https://optn.transplant.hrsa.gov/data/view-data-reports/build-advanced/). Accessed March 3, 2022.

Ibid. National Data. [optn.transplant.hrsa.gov/data/view-data-reports/national-data/](https://optn.transplant.hrsa.gov/data/view-data-reports/national-data/). Accessed March 3, 2022.

Center for International Blood & Marrow Transplant Research. Current Uses and Outcomes of Hematopoietic Stem Cell Transplantation – 2020 Summary Slides. [cibmtr.org/referencecenter/slidesreports/summaryslides/Pages/index.aspx#DownloadSummarySlides](https://cibmtr.org/referencecenter/slidesreports/summaryslides/Pages/index.aspx#DownloadSummarySlides). Accessed March 3, 2022.

Be the Match. Transplant Center Search Results. [bethematch.org/tcdirectory/search/advanced](https://bethematch.org/tcdirectory/search/advanced). Accessed March 3, 2022.

# Key resources throughout the transplant process

The following people are here to help make your transplant experience as successful as possible.



## Health plan case manager:

Your day-to-day contact who works with you and your family to help coordinate your care. They are usually assigned to you by your health plan.



## Transplant coordinator:

Manages both the clinical and logistical aspects of your transplant. They are usually from the facility performing your transplant surgery.



## Transplant surgeon:

The doctor who will perform your transplant. They can answer questions about the procedure and help you get prepared for the surgery.



## Social worker:

Helps you identify any difficult circumstances affecting your mental health or daily environment and find resources to address them. They can also help you in coping with your feelings about your illness.



## Other doctors:

Throughout the transplant process, you may see other doctors in important sub-specialties. They make sure your body is able to handle the transplant and that your organ keeps working properly. They are also here to support you, your transplant doctor and your transplant surgeon.



## Transplant financial coordinator:

Handles matters such as hospital billing. Also works with the social worker to help you take care of any out-of-pocket costs.



## Transplant doctor:

A specialist (cardiologist, nephrologist, hepatologist) who does your initial evaluation and refers you for a transplant. They can answer questions about the process.



## Dietitian:

Helps you create a nutrition plan to maintain a healthy weight and reduce any side effects of anti-rejection drugs.



## Pharmacist:

Helps you understand how to manage and take your medications. Can also identify potential interactions among your current medications and those you'll be taking during the transplant process.

# What to expect during the transplant process

Deciding if and where to have a transplant is a big deal. Your TRS team will be with you every step of the way. They'll explain your options and make sure you're comfortable with your care.



## Step 1: Eligibility

Once we're notified that you need a transplant, you can access our transplant network. Your case manager will work with you and your doctor to identify the most appropriate network programs for your needs.



## Step 2: Notification

After you've chosen a program, your doctor will send a referral to the program for evaluation. If you have benefit questions, contact your customer service representative at the number included in your enrollment information or call the number on your health plan ID card.



## Step 3: Evaluation

### All transplant types:

**You should work with your case manager to identify your needs in the following areas:**

- Knowledge about your condition
- Relationship with your doctor, including dates and purposes of most recent and upcoming appointments
- Type of prescription drugs prescribed for you, including making sure your medications are appropriate for your condition and that you know how to take them
- Medical equipment available in the home
- Coping skills and support structure

### For solid organ transplants:

- Your evaluation is led by the transplant doctor and transplant surgeon. This may mean one to three days of testing done at the transplant facility. Often, it is easier if parts of the evaluation are taken care of by your primary care doctor. In that case, he or she will work with the transplant center to make sure all of the needed tests are completed.
- Evaluation tests are usually done on an outpatient basis. At times, depending on the transplant program, you may need to travel to the facility and arrange for lodging. Your case manager can help plan for these needs, if covered by your benefit plan. After your evaluation, a hospital committee will decide if you're a good candidate.
- Once selected, your case manager, referring doctor and doctors at the transplant center will work together to handle your care (see step 4).



## Transplant Resource Services

**1-888-936-7246, TTY 711**

Monday through Friday, 7 a.m. to 6 p.m. CT

For faster service, please have your nurse's name or extension available.



# What to expect during the transplant process (continued)

## For bone marrow/stem cell transplants:

- Your evaluation includes a physical exam with diagnostic tests
- If you're donating your own stem cells (autologous transplant), they will be harvested from your bone marrow or blood. If you are not your own donor (allogeneic transplant), you will need to have a related donor or be listed with the National Marrow Donor Program (NMDP) (see step 4)
- If necessary, you will undergo chemotherapy and/or radiation to prepare you to receive the new stem cells. This pre-treatment is called "conditioning" or a "preparative regimen."

## After you've been accepted by a transplant program, your case manager will work with you to understand:

- Any changes in your diagnosis or condition
- Your relationship with new doctors and/or caregivers
- How you fill your prescriptions
- Changes in any medical equipment in the home
- The important role of your caregivers before and after your transplant
- Access to travel and lodging, if applicable, to help offset the costs when traveling to receive transplant related care away from your home



## Step 4: Registration and listing

### For solid organ transplants:

The process of registering to receive an organ is called "listing." While you wait for a donor to be found, you'll receive treatment for your condition and testing. This may be done at your local doctor's office, at the transplant facility or both. Your transplant doctors will coordinate your plan of care.

### Organ recipients are selected by UNOS based on:

- Medical urgency
- Time on the wait list
- Biological similarities between donor and candidate (such as organ size and blood type)
- Candidate's immediate availability

These factors all affect your wait time. Some patients receive an organ the day they're added to the wait list, while others may wait years.

In some cases, you may be able to receive an organ from a living donor. If not, it will come from someone who has passed away. Once the organ is recovered, you will be asked to be available via phone at any time.

### For bone marrow/stem cell transplants:

If you will be donating your own bone marrow or stem cells, you don't have to find a donor. If not, your doctor will determine the ideal donor for you. About 40% of transplants come from a family member or someone unrelated to you. This is known as an allogeneic transplant. If there is not a related match, your transplant program will contact Be the Match to start a search. The chance of finding an unrelated donor depends on your tissue type.

#### \*Source:

Center for International Blood & Marrow Transplant Research. Current Uses and Outcomes of Hematopoietic Stem Cell Transplantation – 2020 Summary Slides. <https://www.cibmtr.org/referencecenter/slidesreports/summaryslides/Pages/index.aspx#DownloadSummarySlides>. Accessed March 03, 2022.

# What to expect during the transplant process (continued)



## Step 5: Transplant and recovery

Once a donor has been found, you and your family will travel to the transplant facility for the procedure. This may require a hospital stay of several weeks. After surgery, you may also need to complete physical therapy at the center. This is especially true if you were very weak at the time of your transplant.

### After your transplant, your case manager will make sure you understand:

- Your hospital discharge instructions
- Your follow-up appointment schedule
- When to contact the transplant team between appointments
- How to work new exercise and diet habits into your lifestyle
- How to take your medications properly

### Your case manager and/or health plan administrator can also work with you to make sure you understand:

- Home medical equipment
- Rehabilitation care
- Specialty nurse care
- How to fill your prescriptions



## Transplant Resource Services

**1-888-936-7246, TTY 711**

Monday through Friday, 7 a.m. to 6 p.m. CT

For faster service, please have your nurse's name or extension available.



### **SPECIAL NOTE IF TAKING IMMUNOSUPPRESSANT MEDICATION:**

These drugs help your body accept the new organ. Taking them consistently is **critical** to your health. Make sure you know the following:

- How to take them
- Where to get them
- How to refill them
- When to take them
- How to pay for them

If you go to the hospital for any reason after your transplant, bring all of your medications and doctor information with you.

# Questions to ask

Getting answers about your transplant surgery can be overwhelming. There are questions you want to remember — and information you don't want to forget. Use the following questions as a starting point to help you get the answers you need.

## Questions to ask your case manager about how to prepare for a transplant evaluation:

- Will my benefits cover my transplant? What about post-transplant care?
- Do I have coverage for my family and me to travel?
- How will my prescriptions be covered and will they require a specialty pharmacy?
- Is there an approval process for my transplant?
- Are there any educational materials, classes or websites you can share with me about transplantation?
- How should I prepare for a transplant evaluation?
- How can I prepare myself and my family for care before and after transplant?
- Do you have resources to address my mental health during this stressful journey?
- Can you tell me more about the options to have a friend or family member donate to me through living donation?
- **For kidney:**
  - What are my options related to double listing?
  - How does double listing increase my chances of receiving an organ transplant?
- **For paired donation:**
  - What if I have a living donor who is not the best match for me?
  - What more can you tell me about paired donation?

## Questions to ask your doctor or transplant coordinator about the transplant program at the medical center:

- How many deceased and living donor transplants are performed at this hospital each year?
- What are the patient and organ survival rates at this hospital?
- How long can I expect to wait before receiving my transplant at this hospital?
- Will I need to move close to the hospital as I move up the list?
- Do I have to remain close to the facility after the transplant and for how long?
- For kidney or liver: What are my options when it comes to living donors?
- For kidney: What options do I have when it comes to paired donation?
- Is there a dedicated transplant unit to care for transplant patients?
- Are there any visitor restrictions at this transplant center?
- Could I get a tour before my surgery?

# Notes

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---



- What kind of follow-up will I have with you after the surgery?
- How much pain can I expect after surgery?
- How will my pain be managed after the surgery – in the hospital and after discharge?
- For kidney or liver: Is living donation an option for me?
- For kidney or liver: What are the advantages and disadvantages of a deceased donor versus live donation?
- What happens to me after the surgery?
- How long will I be required to stay in the hospital?
- What is rejection? What symptoms should I look for?

**Questions for your pharmacist:**

- What are the side effects of the medications?
- How often and at what time of day do I have to take the medications?
- How long will I have to be on the medications after the transplant?
- What do I do if I miss a dose?
- Are there any dietary restrictions while taking any of the medications?
- Do I need to take my medications with meals?
- How much will my medications cost monthly?
- Is there financial assistance available?

**Questions for your dietician:**

- Are there any dietary resources for transplant patients?
- Do I need to be on a special diet after my transplant?
- When can I eat after my transplant surgery?
- What happens if I lose or gain weight after my transplant?
- Are there any dietary restrictions before or after my transplant?

**Questions for your employer:**

- Do I qualify for the Family Medical Leave Act (FMLA) and how do I apply?
- Do our benefits include short-term and long-term disability and how do I apply?
- Who are important points of contact, including their contact information?
- What is the Paid Time Off (PTO) policy and flexible schedule work hours?

**Notes**

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---



**Transplant Resource Services**  
**1-888-936-7246, TTY 711**

Monday through Friday, 7 a.m. to 6 p.m. CT  
 For faster service, please have your nurse’s name or extension available.

# Helpful resources and websites

## General transplant

**American Society of Transplantation** [myast.org/patient-information](http://myast.org/patient-information) . . . . . 1-856-439-9986  
Provides a list of resources for patients and their families.

**Organ Procurement Organizations** . . . . . [opotxfind.hrsa.gov](http://opotxfind.hrsa.gov)  
Links for information about specific organ procurement organizations (OPOs).

**OrganDonor.gov** . . . . . [organdonor.gov](http://organdonor.gov)  
Provides education on organ and tissue donation and transplantation. Includes link to register as a donor.

**Scientific Registry of Transplant Recipients** . . . . . [srtr.org](http://srtr.org)  
Provides education, data, statistics and information on solid organ transplants in all centers throughout the U.S.

**United Network for Organ Sharing (UNOS) & OPTN** [unos.org](http://unos.org) . . . . . 1-888-894-6361  
Organization that maintains the national transplant waiting list. Provides education, data, statistics and information about transplants. (UNOS is a nonprofit organization that maintains the national Organ Procurement and Transplantation Network (OPTN) under contract with the Health Resources and Services Administration of the U.S. Department of Health and Human Services).

**UNOS Transplant Living** [transplantliving.org](http://transplantliving.org) . . . . . 1-888-894-6361  
A project of UNOS. Provides information and resources about the transplantation process.

## General support

**Caring Bridge** [caringbridge.org](http://caringbridge.org) . . . . . 1-651-789-2300  
Allows people going through a long-term illness to create a free website to update friends and family on their status.

**Friends' Health Connection** [friendshealthconnection.org](http://friendshealthconnection.org) . . . . . 1-800-483-7436  
Patient support network that connects patients to others with the same diagnosis.

**National Organization for Rare Disorders** [rarediseases.org](http://rarediseases.org) . . . . . 1-800-999-6673  
Partners with more than 230 patient organizations to identify, treat and cure people with rare disorders.

**UnitedHealthcare Healthier Lives** . . . . . [uhhealthierlives.com](http://uhhealthierlives.com)  
Connects you with programs and services that may help make it easier to search for free or reduced-cost medical care, food, housing, transportation, services and more.

**There is a wealth of patient education available on the UNOS website [unos.org](http://unos.org). Patients can access this information online or can order free patient education materials to be sent to their home.**

- From the home page, click on “Donation and Transplantation”
- Select “Patient Education” from the drop-down menu
- Click on “Patient Brochures”
- For hard copy materials, click the “shop now” link for the UNOS online store

# Helpful resources and websites (continued)

## General eldercare resources

**Administration on Aging (AOA) Eldercare Locator** [eldercare.acl.gov](http://eldercare.acl.gov) . . . . . 1-800-677-1116  
Locates helpful community resources for older adults and their families.

**Life Alert** [lifealert.com](http://lifealert.com) . . . . . 1-800-360-0329  
Easy-to-use home medical alert system that provides help with the push of a button. Designed to reduce the risk of living alone.

**Lifeline by Phillips** [lifeline.phillips.com](http://lifeline.phillips.com) . . . . . 1-855-332-7999  
Easy-to-use home medical alert system that provides help with the push of a button. Designed to reduce the risk of living alone.

**Medicare** [medicare.gov](http://medicare.gov) . . . . . 1-800-MEDICAR  
Information on Medicare benefits and programs, including Part D plan research help.

**State Health Insurance Assistance Program (SHIP)**. . . . . [shiphelp.org](http://shiphelp.org)  
A national program that offers 1-on-1 help and counseling to people with Medicare.

## Financial

**BenefitsCheckUp** . . . . . [benefitscheckup.org](http://benefitscheckup.org)  
Screens seniors for eligibility to programs that help pay for medications, health care, food and more. Developed and maintained by the National Coalition on Aging (NCOA).

**Catholic Charities USA**. . . . . [catholiccharitiesusa.org](http://catholiccharitiesusa.org)  
Helps people with basic needs such as housing, utilities, food, clothing, medical supplies, prescriptions, transportation and other costs.

**Children’s Organ Transplant Association** [cota.org](http://cota.org) . . . . . 1-800-366-2682  
Helps organize fundraisers for transplant recipients under the age of 21.

**Disability Resources** . . . . . [disabilityresources.org](http://disabilityresources.org)  
Resources for disabled people. Includes a state index of Departments of Vocational Rehabilitation and other disability resources by state.

**Healthwell Foundation** [healthwellfoundation.org](http://healthwellfoundation.org) . . . . . 1-800-675-8416  
Provides financial help to eligible people with chronic illnesses by covering copayments, health care premiums and deductibles for certain medications and therapies.

**National Foundation for Transplants** [transplants.org](http://transplants.org) . . . . . 1-800-489-3863  
Helps patients and families organize fundraising campaigns and distribute funds for urgent care needs.

**National Living Donor Assistance Center (NLDAC)** [livingdonorassistance.org](http://livingdonorassistance.org). . . . . 1-888-870-5002  
Provides financial assistance to donors, especially those who cannot afford the donation-related travel and subsistence expenses.

**National Transplant Assistance Fund** [helphopelive.org](http://helphopelive.org) . . . . . 1-800-642-8399  
Helps patients and families organize community-based fundraising campaigns.

**Patient Access Network Foundation** [panfoundation.org](http://panfoundation.org). . . . . 1-866-316-7263  
Helps insured patients with out-of-pocket costs through 20 disease-specific grant/funds. Site provides links to each fund group.

**Social Security Assistance** [ssa.gov](http://ssa.gov) . . . . . 1-800-772-1213  
Site to apply for Social Security and supplementary security income benefits.

# Helpful resources and websites (continued)

## Food

**Meals on Wheels Association of America** [mealsonwheelsamerica.org](http://mealsonwheelsamerica.org) . . . . . 1-888-998-6325  
National organization that connects you with more than 5,000 senior nutrition programs across the country.

**Supplemental Nutrition Assistance Program (SNAP)** . . . . . [fns.usda.gov](http://fns.usda.gov)  
(Formerly the Federal Food Stamp Program) Screening tool for possible program eligibility. Includes links to apply.

**WhyHunger** [whyhunger.org](http://whyhunger.org) . . . . . 1-800-5-HUNGRY  
Hotline that connects people in need to emergency food in their community, government assistance programs and social services. The hotline also fields calls from organizations, donors and volunteers looking for information on emergency food distribution, gleaning, nutrition, funding sources and other related topics.

## Housing

**Home Modifications** [homemods.org](http://homemods.org) . . . . . 1-213-740-1364  
National resource center for home modification information and agencies.

**Housing and Urban Development** [hud.gov](http://hud.gov) . . . . . 1-202-708-1112  
Information on housing concerns with links to rental assistance and discount programs.

**Healthcare Hospitality Network** [hhnetwork.org](http://hhnetwork.org) . . . . . 1-800-542-9730  
Network of nearly 200 organizations that provide low-cost or free lodging near medical facilities.

**New Lifestyles** [newlifestyles.com](http://newlifestyles.com) . . . . . 1-800-869-9549  
Provides comprehensive, quality information on senior living and care options.

**Ronald McDonald House Charities** [rmhc.org](http://rmhc.org) . . . . . 1-630-623-7048  
Provides comfort and care to children and their families. Will provide housing for families of ill children who are receiving medical care away from home.

## Medications

**Centers for Medicare & Medicaid Services** . . . . . [cms.gov/medicare/prescription-drug-coverage/limitedincomeandresources](http://cms.gov/medicare/prescription-drug-coverage/limitedincomeandresources)  
Information on applying for subsidy to help defray Medicare Part D prescription drug costs.

**Good Rx** [goodrx.com](http://goodrx.com) . . . . . 1-888-799-2553  
Finds the lowest prices for prescriptions at nearby pharmacies.

**Needy Meds** [needy meds.com](http://needy meds.com) . . . . . 1-800-503-6897  
Collection of medications with links to pharmaceutical companies and appropriate prescription assistance programs for each drug/drug maker.

**Partnership for Prescription Assistance** [medicineassistancetool.org](http://medicineassistancetool.org) . . . . . 1-571-350-8643  
Service that helps eligible people get medications they need at a lower cost.

**Rx Assistance** . . . . . [rxassist.org](http://rxassist.org)  
Comprehensive directory of prescription assistance programs.

**Rx Hope** . . . . . [rxhope.com](http://rxhope.com)  
Comprehensive directory of prescription assistance programs.



# Helpful resources and websites (continued)

## Transportation

**Air Care Alliance** [aircareall.org](http://aircareall.org) . . . . . 1-888-260-9707  
Helps connect people to volunteer pilots who coordinate free flights to medical facilities.

**Air Charity Network** [aircharitynetwork.org](http://aircharitynetwork.org). . . . . 1-877-621-7177  
Charitable aviation network for non-emergent transportation to health care facilities.

**Angel Flight** [angelflight.com](http://angelflight.com) . . . . . 1-918-749-8992  
Group of volunteer pilots who arrange for free air transportation for eligible individuals.

**American Organ Transplant Association** [aotaonline.org](http://aotaonline.org) . . . . . 1-832-930-2682  
Helps with transplant-related transportation. May assist with fundraising and medications. Requests must come from either transplant centers or social workers.

**Mercy Medical Angels** [mercymedical.org](http://mercymedical.org) . . . . . 1-800-296-1217  
Helpline to access charitable medical transportation resources.

**Public Transportation** . . . . . [publictransportation.org/systems](http://publictransportation.org/systems)  
Contains links to state and local public transportation sites.

## Support and education by illness

### Bone, blood and cancer

**American Cancer Society** [cancer.org](http://cancer.org) . . . . . 1-800-227-2345  
Provides education, support, advocacy and connections to people with cancer and their loved ones.

**Aplastic Anemia & MDS International Foundation, Inc.** [aamds.org](http://aamds.org) . . . . . 1-800-747-2820  
General education for people diagnosed with bone marrow failure disease.

**Blood and Marrow Transplant (BMT) Information Network** [bmtinonet.org](http://bmtinonet.org) . . . . . 1-888-597-7674  
Information and emotional support for patients, survivors and their families.

**Cancer Care, Inc.** [cancercares.org](http://cancercares.org) . . . . . 1-800-813-4673  
Publications, counseling and financial aid resources.

**Leukemia and Lymphoma Society** [lls.org](http://lls.org) . . . . . 1-800-955-4572  
Provides information on bone marrow transplants and peripheral blood stem cell transplantation, support services and financial assistance.

**Leukemia and Lymphoma Society: Copay assistance** . . . . . 1-877-557-2672  
[lls.org/support/financial-support/co-pay-assistance-program](http://lls.org/support/financial-support/co-pay-assistance-program) Helps people pay for health insurance premiums, insurance copays, and Medicare B, C and D premiums or copays for patients with existing prescription insurance coverage.

**Leukemia and Lymphoma Society: Financial Support** [lls.org/support/financial-support](http://lls.org/support/financial-support) . . . . . 1-800-955-4572  
Connects people to resources for help paying for medical care.



### Transplant Resource Services

**1-888-936-7246, TTY 711**

Monday through Friday, 7 a.m. to 6 p.m. CT

For faster service, please have your nurse's name or extension available.

---

## Helpful resources and websites (continued)

**National Bone Marrow Transplant Link** [nbmtlink.org](http://nbmtlink.org) . . . . . 1-800-546-5268  
Education and support services for bone marrow transplants.

**National Cancer Institute** [cancer.gov](http://cancer.gov). . . . . 1-800-422-6237  
Leader in cancer research that provides information on preventing, detecting, treating and surviving cancer.

**Be the Match** [bethematch.com](http://bethematch.com). . . . . 1-800-627-7692  
Manages the world's largest marrow registry. Provides resources for patients and donors before, during and after transplant.

**NIH Bone Marrow and Stem Cell Transplant** [cancer.gov/cancertopics/factsheet/Therapy/bone-marrow-transplant](http://cancer.gov/cancertopics/factsheet/Therapy/bone-marrow-transplant)  
Fact sheet on blood-forming stem cell transplants.

**Patient Access Network Foundation** [panfoundation.org](http://panfoundation.org). . . . . 1-866-316-7263  
Helps underinsured people with life-threatening, chronic and rare diseases pay their out-of-pocket medication and treatment costs. Advocates for improved access and affordability.

### Diabetes

**American Diabetes Association** [diabetes.org](http://diabetes.org). . . . . 1-800-342-2383  
Provides education, support, advocacy and resources to people with diabetes and their loved ones.

**National Diabetes Information Clearinghouse** [niddk.nih.gov/health-information/diabetes](http://niddk.nih.gov/health-information/diabetes) . . . . . 1-301-496-3583  
Provides an educational portal with an alphabetical listing of diabetes topics.

### Heart

**American Heart Association** [americanheart.org](http://americanheart.org) . . . . . 1-800-242-8721  
Provides education and information on heart health with links to local AHA chapters.

**NIH Heart, Lung and Blood Institute** [nhlbi.nih.gov/health/dci](http://nhlbi.nih.gov/health/dci) . . . . . 1-301-496-3583  
Provides science-based, plain-language information on heart, lung and blood diseases and conditions, as well as sleep disorders. The site contains articles on diseases, conditions, tests, procedures and other relevant topics, which you can email, print and share.

### Intestine

**Oley Foundation** [oley.org](http://oley.org) . . . . . 1-800-776-6539  
Education, support and networking for intestinal transplant patients needing home IV nutrition or tube feeding.



### Transplant Resource Services

**1-888-936-7246, TTY 711**

Monday through Friday, 7 a.m. to 6 p.m. CT

For faster service, please have your nurse's name or extension available.

---

# Helpful resources and websites (continued)

## Kidney

**American Association for Kidney Patients** [aakp.org](http://aakp.org) . . . . . 1-800-749-2257  
Provides education, advocacy and patient communities for people with kidney disease.

**American Kidney Fund** [kidneyfund.org](http://kidneyfund.org) . . . . . 1-800-300-2900  
Provides a complete spectrum of programs and services for people with kidney disease. The American Kidney Fund is the nation's leading nonprofit working on behalf of the 31 million Americans with kidney disease.

**National Kidney Foundation** [kidney.org](http://kidney.org) . . . . . 1-800-622-9010  
Provides education and resources for the awareness, prevention and treatment of kidney disease.

## Liver

**American Association for the Study of Liver Disease** [aasld.org](http://aasld.org). . . . . 1-703-299-9766  
Provides information and education on liver diseases and treatment.

**American Liver Foundation** [liverfoundation.org](http://liverfoundation.org) . . . . . 1-800-465-4837  
Promotes education, support and research for the treatment of liver disease.

**Help-4-Hep** [help4hep.org](http://help4hep.org). . . . . 1-888-435-7443  
Free helpline where people with hepatitis C can talk with a counselor who's also had hep C.

**Hepatitis Foundation International** [myaccesshealth.com/hepatitis-overview](http://myaccesshealth.com/hepatitis-overview). . . . . 1-800-891-0707  
Education, support and fundraising help for people living with liver disease.

## Lung

**American Lung Association** [lung.org](http://lung.org). . . . . 1-800-586-4872  
Education on lung health and illnesses.

**Cystic Fibrosis Foundation** [cff.org](http://cff.org). . . . . 1-800-344-4823  
Provides education, support and specialty pharmacy services for people living with cystic fibrosis.

**National Jewish Medical and Research Center's LUNG LINE** [nationaljewish.org](http://nationaljewish.org) . . . . . 1-800-222-5864  
Helpline for information on respiratory, cardiac and immune disorders.

**Second Wind Lung Transplant Association** [2ndwind.org](http://2ndwind.org) . . . . . 1-888-855-9463  
Support for lung transplant recipients and their families.



### Transplant Resource Services

**1-888-936-7246, TTY 711**

Monday through Friday, 7 a.m. to 6 p.m. CT

For faster service, please have your nurse's name or extension available.

---



## Transplant Resource Services

**1-888-936-7246, TTY 711**

Monday through Friday, 7 a.m. to 6 p.m. CT

For faster service, please have your nurse's name or extension available.

---



**This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room.** The information provided through the nurse support service is for informational purposes only and provided as part of your health plan. The nurse cannot diagnose problems or recommend treatment and is not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. This nurse support service is not an insurance program and may be discontinued at any time.

The Centers of Excellence (COE) program providers and medical centers are independent contractors who render care and treatment to health plan members. The COE program does not provide direct health care services or practice medicine, and the COE providers and medical centers are solely responsible for medical judgments and related treatments. The COE program is not liable for any act or omission, including negligence, committed by any independent contracted health care professional or medical center.

UnitedHealthcare Freedom Insurance Company. Oxford insurance products are underwritten by Oxford Health Insurance, Inc. Oxford HMO products are underwritten by Oxford Health Plans (CT), Inc. and Oxford Health Plans (NJ), Inc. Administrative services provided by Oxford Health Plans LLC.

Administrative services provided by United HealthCare Services, Inc. or their affiliates, and UnitedHealthcare Service LLC in NY. Stop-loss insurance is underwritten by All Savers Insurance Company (except CA, MA, MN, NJ and NY), UnitedHealthcare Insurance Company in MA and MN, UnitedHealthcare Life Insurance Company in NJ, UnitedHealthcare Insurance Company of New York in NY, and All Savers Life Insurance Company of California in CA.