

Transplant Resources and Travel Benefits

PacificSource and LifeTrac Partner to Offer More Transplant Resources

Organ and tissue transplants are among the most complex medical procedures you can experience. That's why PacificSource partners with the LifeTracSM Transplant Network to assist our members with finding quality transplant services.

LifeTrac provides network access to more than 30 million individuals and is the first and only transplant network accredited by JCAHO. The LifeTrac Transplant Network is a national network comprised of over 455 credentialed programs within 60 of the world's leading transplant facilities.

Why is LifeTrac's assistance such a major benefit to you? Working together with your physician, LifeTrac can offer the latest information in transplant care and programs. LifeTrac's Transplant Network ensures that you have the broadest access to transplant facilities, so it will be easier for you to find the best possible care.

As an added bonus, our group and individual policies both include a limited travel benefit for transplants. This benefit will help offset the cost

of travel if you decide that the best venue for transplant is out of state.

Travel and Lodging Assistance

PacificSource provides eligible individuals with travel and lodging reimbursement in conjunction with participating transplant facilities.

To be eligible for travel and lodging assistance, you must:

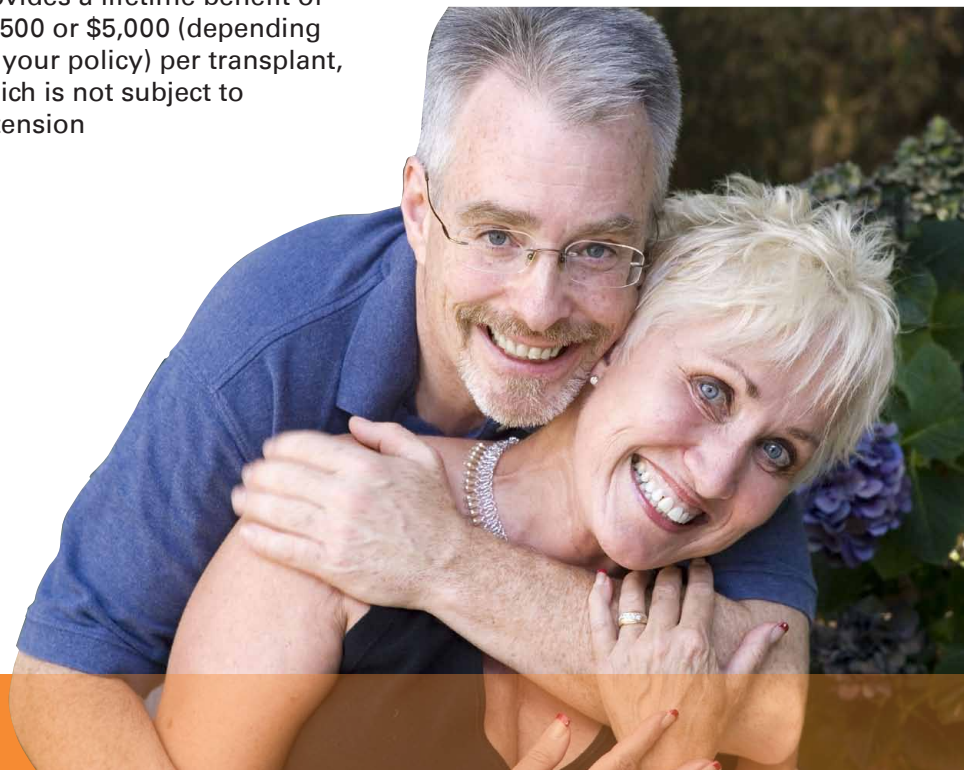
- Be a transplant candidate;
- Live more than 100 miles from the designated transplant facility; and
- PacificSource must be your primary insurer.

The travel and lodging assistance benefit:

- Requires preauthorization by our Health Services Department
- Provides a lifetime benefit of \$2,500 or \$5,000 (depending on your policy) per transplant, which is not subject to extension

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Eligible expenses include Lodging and Meals

The following daily rates outline the lodging and meal reimbursement guidelines:

- Up to \$50 per day (\$25 for lodging and \$25 for food) toward expenses for a caregiver during the member's inpatient stay.
- Up to \$100 per day (\$75 for lodging and \$25 for food) toward expenses for the transplant candidate plus a caregiver, after discharge during the post-transplant period.

Ground and Air Travel

- If you live more than 100 miles from the designated transplant facility, round trip automobile mileage between home and the hospital for the transplant is reimbursed according to IRS mileage guidelines. (This excludes day trips and commutes for such purposes as office visits, medical testing, or trips to visit a member in the hospital).
- Automobile rental is not a covered expense.
- Cost effective, commercial, nonemergent air travel is available to the transplant candidate and one accompanying person, and must be coordinated through your PacificSource Nurse Case Manager.

Air or ground ambulance transportation to the transplant facility will be reimbursed out of the medical benefit in some situations. For ambulance transport to be covered:

- It must be medically necessary; or
- An organ must be available. If this is the case, ambulance will only be covered if it is necessary to expedite the transplant.

Air or ground ambulance transportation for transplant services requires preauthorization by our Health Services Department.

Travel and Lodging Procedure

Your Nurse Case Manager will work with you to arrange for the most cost effective travel and lodging possible.

You must submit pertinent receipts, ticket stubs, etc., with a completed Transplant Benefit Expense Form to your Nurse Case Manager in order to obtain reimbursement. We process reimbursements monthly (once per month).

Please feel free to contact your Nurse Case Manager if you have any questions about our travel and lodging assistance benefit. You can reach our Health Services Department by phone at (541) 684-5584 or toll-free at (888) 691-8209, or by email at healthservices@pacificsource.com.



Direct: 208.333.1596

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PacificSource.com