

BCBSRI TRANSPLANT CARE MANAGEMENT PROGRAM

Organ transplant surgery is among the most significant achievements in modern medicine. It can be both life-changing and fraught with potential delays and complications. At times, the process can feel overwhelming. We can help.

Dedicated support throughout the transplant surgery experience

Blue Cross & Blue Shield of Rhode Island (BCBSRI) offers a comprehensive approach to the highly complex world of transplant surgery, including the **BCBSRI Transplant Care Management Program** and **Blue Distinction® Centers**.

The **BCBSRI Transplant Care Management Program** provides local, specialized services and support. It is unique to your health plan and includes solid organ programs for adult heart, lung, liver, and pancreas transplants as well as pediatric heart and liver transplants. Staffed by highly skilled care managers—including registered nurses, registered dietitians, behavioral health specialists, and health advocates—the BCBSRI team works with you all the way through to post-discharge follow-up. Your team will:

- Assist in locating a Blue Distinction Center of Excellence
- Work with you on your travel benefits, if needed
- Assess readiness and determine appropriate levels of support throughout the process
- Communicate and coordinate with your transplant team and other caregivers
- Provide information regarding surgery, costs, available resources, and care options
- Provide education on medications and treatments to improve compliance
- Conduct active discharge planning
- Offer counseling referrals, if appropriate

Blue Distinction Centers for Transplants are part of an exclusive, national recognition program developed by Blue Cross and Blue Shield. These Centers of Excellence focus on delivering a high-quality, total program experience—from streamlining the patient referral process through consolidating billing when possible. Blue Distinction Centers demonstrate better coordination of care, as well as improved patient outcomes, safety, and cost-effectiveness. To earn their designation, providers and hospitals must undergo a thorough evaluation process that includes strict criteria for quality care and treatment expertise—the healthcare components that patients value most.

Providing added peace of mind

BCBSRI offers a travel benefit in cases where the transplant facility is more than 50 miles from the member's home.

- Travel benefit covers travel and lodging for the patient and a companion. If the patient is a minor, two companions are covered.
- \$5,000/member maximum lifetime reimbursement (travel and lodging expenses only)

[More helpful information >](#)

No detail is overlooked

As a BCBSRI health plan member, you're never alone. You also have access to the **State of Rhode Island Employee CARE Center**. Here, BCBSRI's customer service team works alongside your clinical team to provide all-in-one support. Together, they'll help you:

- Get answers to medical benefits questions
- Learn how to maximize your benefits
- Coordinate treatment with your primary care provider
- Remove any barriers to care
- Use digital tools

ARE YOU A POTENTIAL ORGAN TRANSPLANT CANDIDATE?

You are invited to join the **BCBSRI Transplant Care Management Program**.

Call the **State of Rhode Island Employee CARE Center** to speak with a care manager today.

(401) 429-2104 or **1-866-987-3705**

CARE Center hours are Monday – Friday, 8:00 a.m. – 8:00 p.m., and Saturday, 8:00 a.m. – noon.

Making the most of your benefits

Take a few minutes to connect with us and learn how to make the most of your health plan.

Register your account at myBCBSRI.com and enjoy convenient access to your personal health plan information—and a quicker online experience—from your phone or computer.

Text BCBSRI to 73529 to sign up for Your Blue Wire mobile messaging. We'll send occasional health reminders and plan updates to help you stay informed*.

*Standard mobile phone carrier and data usage charges apply.