

FAQs

Transplant services

How are transplant services administered for New York City Employees PPO (NYCE PPO) plan members?

Transplant services are administered through the Transplant Resource Services (TRS) program and must follow Optum's required clinical, referral and contracting processes. This includes member identification, case management, facility selection and episode-based contracting.

Are transplant services subject to case management?

Yes, transplant services cases are case-managed, consistent with Optum Centers of Excellence (COE) program requirements. Case management supports:

- Opening of case with notification to Optum
- Clinical appropriateness and readiness
- Coordination of evaluations and surgery
- Confirmation that Optum COE requirements are met
- Proper routing of claims for payment

Who contracts and negotiates rates for transplant services?

Optum contracts directly with providers on a case-specific basis after the case notification has been opened by case management.

- Providers negotiate rates directly with Optum
- Neither UnitedHealthcare nor EmblemHealth transplant case rates apply
- Once contracted, Optum reprices all services related to the episode

This applies to:

- Inpatient facility services
- Professional services related to the transplant

(Continued)

How are claims handled for transplant services?

Once a transplant case has been opened by case management:

- Optum contracts with the provider for the specific case
- Optum reprices claims related to the transplant episode
- Repriced claims are transmitted to NYCE PPO
- Claims are processed by the NYCE PPO specialized transplant claims workflow
- A single Optum access fee may apply per case, consistent with program terms

Why do transplant services follow the Optum COE process?

The Optum COE model ensures:

- Evidence-based clinical standards
- Specialized surgical expertise
- Coordinated care and predictable reimbursement
- Accurate claims routing and pricing

Services that do not follow required Optum COE processes may experience delays or payment issues.

Transplant services for NYCE PPO members are administered through Optum's COE/TRS program, with case-based contracting performed by Optum*.

* To the extent that there are any exceptions, case management will address these with the provider at the time that the services are requested.

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