



Aetna® Institutes of Excellence™ Transplant Program

What is an Aetna Institute of Excellence (IOE)?

An Aetna IOE is a facility that contracts with Aetna to provide you certain services and supplies for one or more highly specialized medical procedures.

Highlights of the Aetna IOE transplant program

If you decide to use an out-of-network provider, you'll have to cover the provider's full, non-discounted fee up front and then file a claim for reimbursement.

- As a member, you have nationwide access to 155 high-quality transplant facilities.
- You receive clinical support:
 - Dedicated transplant nurse consultants provide guidance and support to your case management team.
 - A full-time transplant medical director is available for consultation.

The most common types of transplants managed by this program are:

- Bone marrow.
- Heart.
- Heart/lung.
- Kidney.
- Kidney/pancreas.
- Liver.
- Lung.
- Pancreas.
- Small bowel.
- Stem cell.

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Your transplant coverage

Once it has been determined that you or one of your eligible dependents may require an organ transplant, you or your physician must call the medical management program administrator to discuss your transplant care. You can reach the Medical Management department by calling the number on the back of your ID card. In addition, you must follow any precertification requirements. Aetna will coordinate all transplant services. Once approved, your in-network benefits (Aetna IOE facility) will be covered at 80 percent after your deductible is met. If you utilize a facility not within the Aetna IOE network, your benefit coverage will be covered at 50 percent.

If you have any questions, we can help. Just call our Medical Management team at the number on the back of your ID card to assist with coordination or precertification.

Not all services are covered. See plan documents for a complete description of benefits, exclusions and limitations of coverage. Providers are independent contractors and are not agents of Meritain Health. Provider participation may change without notice. Meritain Health and Aetna do not provide care or guarantee access to health services.



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