LIVING DONOR PATIENT COMPLICATIONS PROTOCOL

I. PURPOSE: To handle billing for medical services treating complications related to post-donation for living donor patients. The aim of the process is to be consistent with regulatory standards and to ensure that donors are not liable for any expenses.

II. PERSONS AFFECTED: Transplant Nurse Coordinator (TNC), Clinical Manager, Resource Coordinator (RC), Clinical Coordinator (CC), Financial Analyst, Business Manager

III. DEFINITIONS: N/A

IV. PROCEDURE:

1) Donors are required to sign a donor financial letter (Appendix A).

2) It should be emphasized by the transplant team to all living donors that all complications related to their donation should be treated at Northwestern Memorial Hospital. Any exceptions are to be approved by the Transplant Director, NMH and the Division Administrator, NMFF in advance.

3) The determination that a condition is donation-related is solely at the judgment of an attending transplant surgeon. The surgeon must document their findings in the patient’s medical record.

4) The following staff are to be notified of any known or suspected donor complications:

   - Director, NMH Transplant
   - Division Administrator, NMFF
   - Billing and Coding Analyst, NMFF
   - Transplant Business Manager, NMH
   - Transplant Clinical Manager, NMH
   - Transplant Financial Analyst, NMH
   - Clinical Data Nurse Coordinator
   - Quality Chairpersons

5) Any donor complications that are treated at an outside institution without prior authorization may be billed to the donor’s insurance. Such occurrences should be brought to the attention of the Transplant Director (NMH) and the Division Administrator (NMFF) immediately. At their discretion, the patients out-of-pocket expenses may be reimbursed.
6) When requesting approval for treatment outside of NMH, staff should have the following information:

- Name and date of birth of the donor
- Nature of the complication
- Transplant surgeon consulted and his/her findings
- Time since donation
- Reason why complication cannot be treated at NMH
- All insurance information for recipient: payor, ID#, Group#, phone number, etc.

7) PROFESSIONAL FEES: Consistent with CMS regulations, professional fees are billed to recipient’s insurance regardless of site of service (NMH or OSH). Denials should be directed to NMFF Division Administrator. In some cases, the recipient’s insurer may demand that the donor’s insurance be billed first, this is acceptable.

8) FACILITY FEES: After donation, fees are billed to the recipient’s insurance regardless of site of service (NMH or OSH).

9) PATIENT BALANCES: It is our program policy that patients should not incur financial loss due to donation. Payment for patient balances will need approval of NMH Director or NMFF Division Administrator as appropriate.

V. RESPONSIBLE PARTY:

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<tr>
<td>Gwen McNatt</td>
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<td>Director</td>
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<tr>
<td>Luke Preczewski</td>
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<td>Division Administrator</td>
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Date of Last Update: 3/26/2012, 5/02/2012
Revision of: Living Donor Patient Complications
- Director, NMH Solid Organ Transplantation
- Division Administrator, NMFF Transplant Surgery

5/29/2012