



Transplant case management improves outcomes for self-insured employers and members.

Lucent Health’s dedicated teams help patients and families manage financial, physical and emotional challenges throughout the process.

For tens of thousands of Americans each year, an organ transplant represents a lifesaving opportunity. But it can be risky, expensive and surrounded by uncertainty. Costs can be financial, physical and emotional.

In 2020, the average billed charge for a heart transplant totaled more than **\$1.66 million**, from 30 days pre-transplant to 180 days after. The average billed charge for a kidney transplant over that same period was **\$442,500**, and for a single lung transplant, **\$929,600**.¹

The emotional and physical costs are also very high. Many patients who need a transplant must make major lifestyle changes to qualify. Most spend weeks, months or even years on a transplant list, waiting for the needed organ or tissue to become available. Selecting a transplant center that will meet their needs, getting added to the right list, and maintaining the health parameters to stay on the list can be overwhelming. After a transplant, most patients must take anti-rejection therapies for the rest of their lives and remain under medical care.

Lucent Health’s transplant case management program, powered by Narus Health, helps patients and their families rise to these challenges, managing the financial components, stress and emotions throughout the process.

“Transplant care is very complicated, and we want to put patients in the best position possible to get the transplant and the care they need with a positive health outcome,” says Debbie Farley, Director of Large Case Management at Narus Health, a Lucent Health Company. “There are so many pieces to the puzzle, and in addition, the patients need the same emotional and physical support that any patient needs.”

How Case Management Works

Research shows that patients who participate in dedicated case management programs fare significantly better than those who do not.² Lucent Health’s dedicated transplant case management team provides help with all the challenges associated with the transplant process, including meeting health goals; conducting research to find the right transplant center; and managing the financial components, stress and emotions.

When transplant case management is integrated into health plan administration, rather than outsourced to another vendor, members get:



Immediate Access: As soon as they learn about the need for a transplant, they are connected with a care coordinator who can help assuage fears and provide actionable advice and information.



Ongoing Education, Support and Advocacy: Assistance begins with the transplant discussion and continues through evaluation, organ listing, waiting period, transplant admission and at least one year post-transplant. Trained transplant nurses are experienced in assessing the financial impact of transplant care, as well as educating and supporting the patient and family.



Coordination of Services: Case managers work with the third-party administrator, employer group and stop-loss carrier throughout the transplant process.

Reach Out to Learn More

To talk with a care team member from Narus Health, a Lucent Health Company, call: 888-585-3309 | Monday–Friday from 7 a.m. to 7 p.m. CT

¹ Milliman’s triennial transplant report, https://www.milliman.com/-/media/milliman/pdfs/articles/organ_transplants_021120.ashx

² Research presented at the 2022 American Transplant Congress