

# TRANSPLANT PRIOR AUTHORIZATION REQUEST FORM

## INSTRUCTIONS

In determining whether to provide Prior Authorization, the South Carolina Department of Health and Human Services (SCDHHS) may use guidelines that include clinical standards, protocols, or criteria regarding the treatment of specific conditions.

When submitting a completed Transplant Prior Authorization Request Form:

1. The referring South Carolina (SC) Medicaid provider must complete the form.
2. All fields on the form must be completed.
3. Include supporting clinical documentation (e.g., clinical notes, diagnostic studies, lab results)
4. This is not an authorization for payment. Payments are made subject to the beneficiary's eligibility and benefits on the day of service.
5. Providers seeking reimbursement for services must be credentialed with SC Medicaid.
6. You must provide sufficient information to allow us to make a decision regarding your request.
7. If the transplant service is available in state and this case is being referred outside of the South Carolina Medical Service Area (SCMSA), you must indicate why.
8. Requests for prior authorizations from KePRO may be submitted using one of the following methods.

KePRO Customer Service:  
KePRO Fax #  
For Provider Issues email:

1-855-326-5219  
1-855-300-0082  
atrezzoissues@KePRO.com

SCDHHS reserves the right to make recommendations to a center that has provided transplant services to Medicaid beneficiaries in the past. You must identify any services that are considered experimental and/or investigational, sponsored under a research program, as these services are non-covered by SC Medicaid. In addition, a copy of the beneficiary's medical records, relating to the transplant, for up to the past year must be included.

All transplant prior authorization requests require at least 10 days advance notice.