

How to submit transplant authorizations



Authorization types



Getting your Prior Authorization form

Go to Oscar's [form page](#)

Select your state

Scroll to Medical Management Forms.

Look for the Oscar Standard Prior Authorization Form and open the PDF.

Evaluation

Submit your state-specific Prior Authorization (PA) [form](#) with CPT codes and supporting medical documentation through your [Provider Portal](#). Or fax to (844) 965-9053.

Oscar will begin vendor contracting and will notify you once the contract is in place and a Care Manager (CM) is assigned.

Listing

Submit your state-specific PA [form](#) with CPT codes and supporting medical documentation through your Provider Portal or fax to (844) 965-9053.

A decision notification will be faxed to you or can be viewed on your [Provider Portal](#).

CAR-T Therapy

Submit the state-specific PA [form](#) with CPT codes and supporting medical documentation through your [Provider Portal](#) or fax to (844) 965-9053.

Important:

- Submit separate requests for inpatient and outpatient services.
- If treatment will occur in both settings, send both requests at the same time.
- Only include evaluation + infusion codes on the same request if the infusion is planned for the outpatient setting.

What to send during an inpatient transplant stay

Here's what Oscar needs during each phase of a hospital admission.

Admit

Submit a PA for the upcoming transplant event **or** send medical records starting from the day of admission to the current date.

Extension

If the patient needs to **stay longer**, send updated medical records that explain **why continued hospitalization is medically necessary**. Include daily provider progress notes, PT/OT notes (if applicable), case management notes, and any new clinical info since the last review.

Discharge

Submit the **discharge summary** and **any final relevant medical records** to close out the stay.

Status, support & escalations

Check authorization status

Visit your [Provider Portal](#) or **call (855) 672-2755 (Option 4)**.

NAR (No authorization required)

You'll be notified if no authorization is required for a request via fax. Then, you'll want to call the Transplant Team at **(855) 799-0483** to begin vendor contracting and CM coordination.

If authorization is denied

Call Provider Services at **(855) 672-2755 (Option 4)** for denial rationale, reconsideration, peer-to-peer, or appeal support.

Contact us!

Oscar transplant team
transplant_cm@hioscar.com
(855) 799-0483

Vendor contacts

Optum

OptumHealth Care Solutions, PO Box 30758
Salt Lake City, UT 84130
P: (877) 801-3507 (Option 3) | **F:** (888) 905-9492

Cigna

LifeSOURCE NAC Claims, PO Box 7297
Philadelphia, PA 19101-7297
lifesourceweb@cigna.com