



Making  
Difficult  
Easier

# Inside LifeTrac

## The people who make up your transplant benefit solution team are all under one roof.

With LifeTrac, the people who make up your transplant benefit solution team - clinical, contracting, claims, and client services - all work together better because they interact daily to provide dedicated and responsive support. Working together in one location means our team is here for you.

### LifeTrac clinical support

Transplant cases can be complex and time-consuming for your case managers or case management teams to administer. Our clinical team of consulting medical directors and clinical specialists is your dedicated resource, focused on assisting your case managers in the management of your patients. They can help your case managers and patients assess options to determine the best way to address both the clinical and cost elements specific to a patient's individual medical condition.

The LifeTrac dedicated clinical resource advantage:

- Access to an exceptional team of in-house clinical specialists – all certified case managers dedicated solely to assisting in case management.
- Extensive clinical data resources to help case managers achieve optimal patient outcomes through appropriate facility selection.
- Medical directors available to assist in case reviews, standards of care, and protocols.

The LifeTrac clinical support team is here to help make your case managers' lives easier.

### LifeTrac claim repricing

Our claims repricing team is dedicated to efficiently and accurately repricing transplant and transplant-related claims, supported by an industry leading Web-based repricing service. The repricing staff works with the LifeTrac contracting and clinical teams to assure that claims are repriced accurately and in compliance with the terms of our transplant facility contracts. The claims repricing team is accessible by phone and e-mail and responds to inquiries within 24 hours. Our commitment to timely repricing isn't just something we talk about – 95% of claims are repriced in five days or less.

### LifeTrac client services

Client management specialists are the clients' advocates, providing education and training on LifeTrac features, workflow, and available materials and services. They ensure timely, accurate, and open communication to promote positive outcomes.

Our medical directors, clinical specialists, contracting staff, claims repricing team and client managers all work together to share their expertise with one another and with you.

