



## Hawaii SHOTT Case Study

### *Client Profile*

In 1996, the State of Hawaii determined that it needed to greatly enhance its handling of transplant cases for its Medicaid population and the State of Hawaii Organ and Tissue Transplant (SHOTT) Program began its development.

### *Business Challenge*

The State possessed no medical criteria for transplant approval, did not know the best place to send patients for particular maladies, and had no staff qualified for the management of potential transplant patients and their support groups. Since the State knew the staff of Cyrca was a known entity in the transplant business and possessed the ability to quickly implement a program with the most up-to-date medical criteria combined with an effective 24/7 patient response team, the State asked to conduct an on-site visit with the staff of Cyrca (at the time the staff was employed by Anthem Blue Cross and Blue Shield Specialty Risk Division). After the on-site visit, the State awarded a sole-source bid to design, implement, and manage a transplant program. The program has been in effect since February of 1997 and continues to be managed by the original staff, now employees of Cyrca.

### *Cyrca Solution*

The program requires Cyrca to be able to respond to any issue with regard to transplantation within the State of Hawaii's Medicaid program on a 24/7 basis. Cyrca is responsible for the transplant network, referring provider relations, prior authorization, evaluation, publishing current medical criteria that is beyond reproach, provider training, patient communication in any language, cost avoidance, post-op care, and just about anything one can think of with regard to transplants. Lastly, and what Cyrca is most proud of, is its ability to effectively manage through the transplant process with the patients and their support groups. Many of the patients are in the program for quite some time as they wait for their status to erode or improve. Cyrca speaks with the patients and their support groups very frequently and we share in the highs and lows as they move through one of life's most difficult processes. The program requires Cyrca to possess the ability to effectively aid in the process by providing comfort along the pathway while assuring all involved that the best treatment protocol is in place at the best facility to receive the treatment.

### *The Results*

Cyrca has been able to provide the State with an all-encompassing transplant program which delivers quality of care, meets all of the needs and requirements of the State and Federal guidelines and saves the State on average 50% off of the billed charges. Cyrca is able to provide such a good savings rate through its effective network. We have a known reputation with the transplant facilities, and they understand when working with us they know what will be covered. We complete line item audits on each and every claim because Cyrca's experience shows that facilities continue to make many billing errors.

These audit results become important in our continuing education program with the providers on transplant care. Errors are generally clerical in nature and as procedures are better defined, providers are better able to submit information correctly the first time.

