

# Transition of Care (TOC)

**Allegiance offers a Transition of Care (TOC) program that new clients can choose to provide for their membership.** TOC is designed to support members who are receiving treatment for certain conditions during the Plan's transition to Allegiance, allowing for application of in-network benefits for covered services rendered by out-of-network providers for up to 90 days after the Plan becomes effective.

TOC is enacted to ensure continuity of member care in situations where provider disruption could cause a worsening of a member's condition, reoccurrence of illness, or interference with anticipated outcomes. TOC applies when a member is part of a new group and is receiving ongoing treatment from a provider who was in-network as part of the member's previous plan but is out-of-network as part of their new plan. In such situations, the member and/or provider may request a TOC exception.

## **TOC-qualifying conditions include:**

- Cancer under active treatment with chemotherapy and/or radiation therapy
- Organ transplant patients under active treatment
- Inpatient/hospital stays occurring on the effective date
- Ongoing treatment for acute injury or surgery with the past three months
- Pregnancy - up to eight weeks postpartum
- Behavioral health - any previous treatment
- Care related to end-stage renal disease or dialysis
- Terminal illness with anticipated life expectancy of six months or less



TOC requests are evaluated by Allegiance to determine if the member meets TOC criteria. If a member's TOC request is approved, they may continue to receive care from their current, out-of-network provider for the duration of the 90-day TOC exception period, with in-network benefits applying for covered services. In certain situations, our clinicians will also engage TOC-qualifying members in our Case Management program and assist in planning the transition of care to an in-network provider.