

# International Donor Shield Program Reimbursement Policy – Kidney

Document Last Revised: 04/16/2026

## **Reimbursement Requirements (RR)**

International donors at a [Donor Care Network \(DCN\) center](#) must meet eligibility requirements for Donor Shield coverage. The International Donor Shield Pilot Program enables donor candidates/donors to submit two separate claims. The donor candidate can submit an initial claim after completing the in-person evaluation, regardless of whether they donate, and a second claim after they donate. The International Donor Shield Pilot Program is for Donor Expense Reimbursement (DER) only. Lost Wage Reimbursement (LWR) is not available under the pilot program.

- 1) **Donor Center Request:** The donor center will submit a request via email to cover a qualified donor candidate for reimbursement under the pilot program. The request will identify the donor alias along with the approved work-up dates. The request will be sent to the Donor Shield Manager.
- 2) **Donor Profile:** Upon receipt of the request, the Donor Shield Manager will coordinate with the center to create a donor profile.
- 3) **Donor Shield Invite:** Once the profile is completed, the center will send a donor shield invite to the donor candidate.
- 4) **Request Reimbursement:** The request for reimbursement must be completed and approved before submitting any claims.
- 5) **Work-Up Confirmation:** The donor center must confirm completion of the in-person evaluation before submitting a claim for reimbursement.
- 6) **Donation Confirmation:** The donation must be recorded by the donor center before submitting any claims associated with the donation visit.
- 7) **Document Requirements:**
  - a. All submitted documents and receipts must be readable.
  - b. Claims with unreadable documents will be declined in their entirety. No partial reimbursements will be issued.
- 8) **Certification:** Donors must certify that all submitted information is accurate.
- 9) **Payment Method:** SWIFT information is required for payment to an international bank account.
  - a. To proceed with the reimbursement, the following international bank details must be provided.
    - i Banks Country
    - ii Donors Address
    - iii City
    - iv Province/Region
    - v Country
    - vi Postal Code (if applicable).
  - b. Donors Wire Information.
    - i Swift Code BIC
    - ii Account Number
    - iii Sort Code (if applicable).
  - c. International donors who are a U.S. citizen will have the option to enter a U.S. bank account information for ACH payments.
    - i ACH Routing Number
    - ii ACH Account Number
  - d. Payments will only be made to bank accounts held in the donor's name.

## **Donor Expense Reimbursement (DER)**

Donors covered by the international program are eligible for reimbursement of donation-related expenses under the following conditions:

1) **Maximum Limit:**

- a. Up to \$3,000 for all combined eligible expenses related to the in-person workup visit.
- b. Up to \$6,000 for all combined eligible expenses related to the donation visit.

2) **Submission Guidelines:**

- a. Reimbursement claims related to donation must be submitted within 60 days following the date of donation.
- b. The donor must enter all trips into the DER claim system to ensure the trip dates align with the claimed expenses.
- c. Limit of 2 submissions per donor.
- d. Receipts must be provided for all expenses, with the requested amounts circled or highlighted.
- e. Credit card statements will not be accepted in place of receipts.
- f. Please remove any duplicate receipts and unnecessary pages from the uploaded file.
- g. Receipts under a name other than the donor's must be clearly identified, and a reason for the discrepancy must be provided.

3) **Expense Details:**

a. **Flights: 3** round trips combined.

- i **Donor:** Limited to a maximum of 2 round trips from the donor's residence to the transplant center.
- ii **Caregiver:** Limited to 1 round trip, applicable only for the donation visit.
- iii Only flights between the donor's or caregiver's primary residence and the transplant center are eligible for reimbursement.
- iv Caregiver receipts must clearly state the caregiver's name and address.

b. **Transportation Expenses:**

- i Capped at \$300 for car services, taxis, train, rideshares, car rentals, and parking for the in-person visit.
- ii Capped at \$600 for car services, taxis, train, rideshares, car rentals, and parking for the donation visit.

c. **Meal Reimbursement:**

- i Capped at \$200 for the in-person evaluation visit.
- ii Capped at \$200 for the donation visit.
- iii Meals at home and groceries are not covered.

d. **Hotel Reimbursement:**

- i Capped at 3 nights total nights for the in-person evaluation visit.
- ii Capped at 14 nights total combined for the donor and caregiver for the donation visit.
- iii If the caregiver has a separate lodging arrangement from the donor, please note the caregiver's name on the receipt.

4) **Follow-Up Visits:** Expenses related to follow-up visits are not covered under the pilot program.

5) **Payment Details:**

- a. Payments will only be made to bank accounts held in the donor's name.
- b. SWIFT information is required for payment to an international donor.
- c. Submitted claims will not be processed until after the donation is confirmed by the transplant center.
- d. Approved claims will be reimbursed within 10 business days following the approval date.

## **Donor Complications (DC)**

Complications related to donor surgery are rare. However, if a donor experiences complications, they must notify the donor hospital in writing. Medical expenses related to donor complications are primarily covered by the donor's hospital. If the donor center does not provide coverage, the associated costs will be billed to the recipient's insurance.