Quality when it counts most
Exchange Institutes of Excellence®
transplant hospitals

Sometimes the best, life-saving option may be an organ or bone marrow/stem cell transplant. These operations require a special degree of skill and care. So it’s important to look for hospitals known for quality of care. We’ve simplified the process.

As a member, you have a special network of hospitals that specialize in organ and bone marrow/stem cell transplants. We call these hospitals our Exchange - Institutes of Excellence® (Exchange IOE for short). They participate in the network only for the type of transplant listed in this directory.

To help you with this, Aetna has nurses and coordinators dedicated to you under a program called the National Medical Excellence Program® (NME for short). This staff will work with you and your providers throughout your transplant care.

If your plan has more than one level of preferred benefits, it is especially important that you coordinate your care through our NME nurses and coordinators.

You must use one of these hospitals to be covered for transplant services including:

- Evaluation
- Transplant
- Follow-up care

You need preauthorization – or preapproval – before we’ll cover the services. If a hospital isn’t part of the Exchange IOE network, it’s considered nonparticipating or nonpreferred for transplant-related services. This is true even if that hospital participates for other types of services.

Exchange IOE requirements were created by working with experts on these health conditions. You can review these requirements at: https://www.aetna.com/content/dam/aetna/pdfs/aetnacom/healthcare-professionals/documents-forms/Aetna-Institutes-of-Excellence.pdf

APN# 3393952-07-01 (04/24)
## Arizona

<table>
<thead>
<tr>
<th>Location</th>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Specialties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gilbert, AZ</td>
<td>Banner MD Anderson Medical Center @ Gateway Medical Center</td>
<td>1900 North Higley Road</td>
<td>(480) 323-3000</td>
<td>Bone Marrow Transplant - Allo, Bone Marrow Transplant - Auto, CAR-T</td>
</tr>
<tr>
<td>Phoenix, AZ</td>
<td>HonorHealth John C. Lincoln Medical Center</td>
<td>10460 N. 92nd Street, #300</td>
<td>(480) 323-3000</td>
<td>Bone Marrow Transplant - Allo, Bone Marrow Transplant - Auto, CAR-T, Kidney, Lung, Pancreas, Pancreas after Kidney, Simultaneous Pancreas, Kidney</td>
</tr>
<tr>
<td>Scottsdale, AZ</td>
<td>HonorHealth Scottsdale Shea Medical Center</td>
<td>9003 East Shea Blvd.</td>
<td>(480) 323-3000</td>
<td>Bone Marrow Transplant - Allo, Bone Marrow Transplant - Auto, CAR-T</td>
</tr>
</tbody>
</table>

## Arkansas

<table>
<thead>
<tr>
<th>Location</th>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Specialties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Little Rock, AR</td>
<td>Arkansas Children's Hospital</td>
<td>1 Children's Way</td>
<td>(501) 364-1100</td>
<td>Pediatric: Heart, Kidney</td>
</tr>
</tbody>
</table>

## California

<table>
<thead>
<tr>
<th>Location</th>
<th>Name</th>
<th>Address</th>
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<th>Specialties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oakland, CA</td>
<td>Children's Hospital &amp; Research Center</td>
<td>4650 Sunset Boulevard</td>
<td>(323) 660-2450</td>
<td>Pediatric: Bone Marrow Transplant - Allo, Bone Marrow Transplant - Auto, CAR-T</td>
</tr>
<tr>
<td>Oakland, CA</td>
<td>Children's Hospital Los Angeles</td>
<td>3020 Children's Way</td>
<td>(323) 478-1700</td>
<td>Pediatric: Bone Marrow Transplant - Allo, Bone Marrow Transplant - Auto, CAR-T, Heart, Kidney, Liver</td>
</tr>
<tr>
<td>Orange, CA</td>
<td>Children's Hospital of Orange County</td>
<td>1201 W. La Vista Avenue</td>
<td>(714) 532-8600</td>
<td>Pediatric: Bone Marrow Transplant - Allo, Bone Marrow Transplant - Auto, CAR-T, Heart, Kidney, Liver</td>
</tr>
</tbody>
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## Colorado

<table>
<thead>
<tr>
<th>Location</th>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Specialties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Denver, CO</td>
<td>Portercare Adventist Health</td>
<td>2525 South Downing Street</td>
<td>(303) 778-1919</td>
<td>Pediatric: Bone Marrow Transplant - Allo, Bone Marrow Transplant - Auto, CAR-T, Kidney, Liver</td>
</tr>
</tbody>
</table>

## Connecticut

<table>
<thead>
<tr>
<th>Location</th>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Specialties</th>
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</thead>
<tbody>
<tr>
<td>Hartford, CT</td>
<td>Hartford Hospital</td>
<td>80 Seymour Street</td>
<td>(860) 545-5000</td>
<td>Adult: Bone Marrow Transplant - Allo, Bone Marrow Transplant - Auto, CAR-T, Kidney</td>
</tr>
<tr>
<td>New Haven, CT</td>
<td>Yale-New Haven Hospital</td>
<td>20 York Street</td>
<td>(203) 688-6424</td>
<td>Adult: Bone Marrow Transplant - Allo, Bone Marrow Transplant - Auto, CAR-T, Kidney</td>
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## District of Columbia

<table>
<thead>
<tr>
<th>Location</th>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Specialties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Washington, D.C.</td>
<td>Children's National Medical Center</td>
<td>111 Michigan Ave, Northwest</td>
<td>(202) 839-2000</td>
<td>Pediatric: Bone Marrow Transplant - Allo, Bone Marrow Transplant - Auto, CAR-T, Kidney</td>
</tr>
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## Florida

<table>
<thead>
<tr>
<th>Location</th>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Specialties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weston, FL</td>
<td>Cleveland Clinic Florida</td>
<td>2950 Cleveland Clinic Blvd.</td>
<td>(954) 659-5000</td>
<td>Adult: Heart, Kidney, Liver</td>
</tr>
<tr>
<td>Miami, FL</td>
<td>Baptist Health South Florida</td>
<td>8900 North Kendall Drive</td>
<td>(305) 556-1900</td>
<td>Adult: Bone Marrow Transplant - Allo, Bone Marrow Transplant - Auto, CAR-T</td>
</tr>
<tr>
<td>St. Petersburg, FL</td>
<td>All Children's Hospital</td>
<td>4755 Ogletown-Stanton Road</td>
<td>(727) 898-7451</td>
<td>Pediatric: Bone Marrow Transplant - Allo, Bone Marrow Transplant - Auto, CAR-T</td>
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## Georgia

<table>
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<th>Location</th>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Specialties</th>
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</thead>
<tbody>
<tr>
<td>Atlanta, GA</td>
<td>Emory University Hospital</td>
<td>1360 Clifton Road</td>
<td>(404) 778-2000</td>
<td>Adult: Bone Marrow Transplant - Allo, Bone Marrow Transplant - Auto, CAR-T, Kidney</td>
</tr>
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</table>

## Hawaii

<table>
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<tr>
<th>Location</th>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Specialties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Honolulu, HI</td>
<td>The Queen's Medical Center</td>
<td>1515 Jolliff Street</td>
<td>(808) 955-3000</td>
<td>Pediatric: Bone Marrow Transplant - Allo, Bone Marrow Transplant - Auto, CAR-T, Kidney</td>
</tr>
</tbody>
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<thead>
<tr>
<th>Location</th>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Services</th>
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<tbody>
<tr>
<td>Florida</td>
<td>Jackson Memorial Hospital</td>
<td>1611 Northwest 12th Avenue</td>
<td>(305) 585-1111</td>
<td>Pediatric: Heart, Intestine, Kidney, Liver, Pancreas, Pancreas after Kidney, Simultaneous Pancreas Kidney</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Miami, FL 33136</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Memorial Hospital West</td>
<td>703 North Flamingo Road Pembroke Pines, FL 33028</td>
<td>(954) 436-5000</td>
<td>Adult: Bone Marrow Transplant - Auto, Bone Marrow Transplant - Allo, Heart, Kidney, Liver, Lung, Pancreas, Pancreas after Kidney, Simultaneous Pancreas Kidney</td>
</tr>
<tr>
<td></td>
<td>Memorial Regional Hospital</td>
<td>1475 Northwest 12th Avenue</td>
<td>(305) 243-1000</td>
<td>Pediatric: Bone Marrow Transplant - Auto, Bone Marrow Transplant - Allo, Heart, Kidney</td>
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<tr>
<td></td>
<td>Sylvester Comprehensive Cancer Center</td>
<td>1475 Northwest 12th Avenue</td>
<td>(305) 243-1000</td>
<td>Adult: Bone Marrow Transplant - Auto, Bone Marrow Transplant - Allo, Heart, Kidney</td>
</tr>
<tr>
<td></td>
<td>Shands Transplant Center at University of Florida</td>
<td>1000 Southwest Archer Road Gainesville, FL 32610</td>
<td>(352) 265-0043</td>
<td>Pediatric: Bone Marrow Transplant - Auto, Bone Marrow Transplant - Allo, Heart, Kidney, Liver, Lung, Pancreas, Pancreas after Kidney, Simultaneous Pancreas Kidney</td>
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<tr>
<td></td>
<td></td>
<td>University of Florida</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Northside Hospital</td>
<td>The Blood and Marrow Transplant Group of GA at Northside Hospital 960 Johnson Ferry Road Suite 400 Atlanta, GA 30342</td>
<td>(404) 255-1930</td>
<td>Adult: Bone Marrow Transplant - Auto, Bone Marrow Transplant - Allo, Heart, Kidney, Liver, Lung, Pancreas, Pancreas after Kidney, Simultaneous Pancreas Kidney</td>
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<tr>
<td></td>
<td>Rush University Medical Center</td>
<td>1653 West Congress Parkway Chicago, IL 60612</td>
<td>(312) 942-5000</td>
<td>Pediatric: Bone Marrow Transplant - Auto, Bone Marrow Transplant - Allo, Heart, Kidney, Liver, Pancreas, Pancreas after Kidney, Simultaneous Pancreas Kidney</td>
</tr>
<tr>
<td></td>
<td>Advocate Christ Medical Center</td>
<td>4440 95th Street Oak Lawn, IL 60453</td>
<td>(708) 684-8000</td>
<td>Adult: Heart, Kidney</td>
</tr>
<tr>
<td></td>
<td>Advocate Lutheran General Hospital</td>
<td>1775 Dempster Street Park Ridge, IL 60068</td>
<td>(847) 723-2210</td>
<td>Adult: Heart, Kidney, Liver, Pancreas, Pancreas after Kidney, Simultaneous Pancreas Kidney</td>
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<tr>
<td></td>
<td>Ann &amp; Robert H. Lurie Children's Hospital of Chicago</td>
<td>225 East Chicago, Avenue Chicago, IL 60611</td>
<td>(312) 227-4000</td>
<td>Pediatric: Bone Marrow Transplant - Auto, Bone Marrow Transplant - Allo, Heart, Kidney, Liver</td>
</tr>
<tr>
<td></td>
<td>AU Medical Center</td>
<td>1120 15th Street Augusta, GA 30912</td>
<td>(706) 723-0211</td>
<td>Adult: Bone Marrow Transplant - Auto, Bone Marrow Transplant - Allo, Heart, Kidney, Liver</td>
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<tr>
<td>Georgia</td>
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<tr>
<td></td>
<td>Children's Healthcare of Atlanta</td>
<td>1605 Clifton Road Northeast Atlanta, GA 30322</td>
<td>(404) 785-6000</td>
<td>Pediatric: Bone Marrow Transplant - Auto, Bone Marrow Transplant - Allo, Heart, Kidney, Liver</td>
</tr>
<tr>
<td></td>
<td>Loyola University Medical Center</td>
<td>2160 South First Avenue Maywood, IL 60153</td>
<td>(708) 216-9000</td>
<td>Adult: Bone Marrow Transplant - Auto, Bone Marrow Transplant - Allo, Heart, Kidney, Liver, Lung, Pancreas, Pancreas after Kidney, Simultaneous Pancreas Kidney</td>
</tr>
<tr>
<td></td>
<td>University of Illinois Hospital</td>
<td>1740 West Taylor Street Chicago, IL 60612</td>
<td>(312) 596-1000</td>
<td>Adult: Bone Marrow Transplant - Auto, Bone Marrow Transplant - Allo, Heart, Kidney, Liver, Pancreas, Pancreas after Kidney, Simultaneous Pancreas Kidney</td>
</tr>
<tr>
<td></td>
<td>St. Vincent Hospital &amp; Health Care</td>
<td>2001 West 85th Street Indianapolis, IN 46260</td>
<td>(317) 338-2345</td>
<td>Adult: Heart, Kidney</td>
</tr>
<tr>
<td></td>
<td>U of L Health</td>
<td>200 Abraham Flexner Way Louisville, KY 40202</td>
<td>(502) 587-4011</td>
<td>Adult: Heart, Kidney</td>
</tr>
<tr>
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</table>

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### New Jersey

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Address</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hackensack University Medical Center</td>
<td>30 Prospect Avenue Hackensack, NJ 07601</td>
<td>(201) 996-2000</td>
</tr>
<tr>
<td>St. Barnabas Medical Center</td>
<td>94 Old Short Hills Road Livingston, NJ 07039</td>
<td>(973) 933-5000</td>
</tr>
<tr>
<td>University Hospital</td>
<td>150 Bergen Street Hackensack, NJ 07601</td>
<td>(201) 996-2000</td>
</tr>
<tr>
<td>Virtua Our Lady of Lourdes Hospital</td>
<td>1600 Haddon Avenue Camden, NJ 08103</td>
<td>(606) 987-3833</td>
</tr>
<tr>
<td>Strong Memorial Hospital</td>
<td>601 Elmwood Avenue Rochester, NY 14642</td>
<td>(585) 275-2100</td>
</tr>
<tr>
<td>Montefiore Medical Center</td>
<td>111 East 210th Street Bronx, NY 10467</td>
<td>(718) 904-2000</td>
</tr>
<tr>
<td>Westchester Medical Center</td>
<td>100 Woods Road Valhalla, NY 10595</td>
<td>(914) 453-7000</td>
</tr>
<tr>
<td>New York University</td>
<td>550 1st Avenue New York, NY 10016</td>
<td>(212) 263-7300</td>
</tr>
<tr>
<td>North Carolina Baptist Hospital</td>
<td>2600 Best Avenue Winston-Salem, NC 27110</td>
<td>(336) 716-2101</td>
</tr>
<tr>
<td>Stoke Brook University Hospital</td>
<td>100 Nichols Road Stony Brook, NY 11794</td>
<td>(631) 689-8333</td>
</tr>
<tr>
<td>Ohio Children's Medical Center</td>
<td>3333 Burnet Avenue Cincinnati, OH 45229</td>
<td>(513) 559-4200</td>
</tr>
<tr>
<td>Children's Hospital Medical Center</td>
<td>3333 Burnet Avenue Cincinnati, OH 45229</td>
<td>(513) 559-4200</td>
</tr>
<tr>
<td>University of Cincinnati Medical Center</td>
<td>3333 Burnet Avenue Cincinnati, OH 45229</td>
<td>(513) 559-4200</td>
</tr>
<tr>
<td>Nationwide Children's Hospital</td>
<td>700 Children's Drive Columbus, OH 43205</td>
<td>(614) 722-2000</td>
</tr>
<tr>
<td>University Hospitals of Cleveland Children's Hospital</td>
<td>1100 Euclid Avenue Cleveland, OH 44106</td>
<td>(216) 844-1000</td>
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<tr>
<td>Children's Hospital Medical Center</td>
<td>2600 Best Avenue Winston-Salem, NC 27110</td>
<td>(336) 716-2101</td>
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<tr>
<td>University Hospitals of Cleveland Children's Hospital</td>
<td>1100 Euclid Avenue Cleveland, OH 44106</td>
<td>(216) 844-1000</td>
</tr>
<tr>
<td>The Christ Hospital</td>
<td>2139 Auburn Avenue Cincinnati, OH 45219</td>
<td>(513) 559-2000</td>
</tr>
<tr>
<td>The University of Toledo Medical Center</td>
<td>3090 Medical Center Boulevard Toledo, OH 43614</td>
<td>(419) 383-4000</td>
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### Exchange - Institutes of Excellence Transplant Hospitals

- Adult: Bone Marrow Transplant
- Adult + Kidney
- Adult + Pancreas
- Adult + Kidney + Pancreas
- Adult + Pancreas after Kidney
- Adult + Simultaneous Pancreas Kidney

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Children's Hospital of Philadelphia (CHOP)  
34th Street & Civic Center Boulevard  
Philadelphia, PA 19104-4399  
TTY: (215) 590-1000  
Adult: Bone Marrow Transplant - Allo  
Bone Marrow Transplant - Auto  
CAR-T  
Heart  
Heart/Lung  
Kidney  
Liver  
Lung  

Temple University Hospital  
Temple University Health System  
3401 North Broad Street  
Philadelphia, PA 19140  
TTY: (215) 221-2000  
Adult: Bone Marrow Transplant - Allo  
Bone Marrow Transplant - Auto  
CAR-T  
Heart  
Heart/Lung  
Kidney  
Liver  
Lung  

UPMC Pinnacle  
111 South Front Street  
Harrisburg, PA 17101-2010  
TTY: (717) 782-3371  
Adult: Kidney  

West Penn Hospital  
4800 Friendship Avenue  
Pittsburgh, PA 15224  
TTY: (412) 578-5000  
Adult: Bone Marrow Transplant - Allo  
Bone Marrow Transplant - Auto  
CAR-T  
Heart  
Heart/Lung  
Intestine  
Kidney  
Liver  
Lung  

Geisinger Medical Center  
100 North Academy Avenue  
Danville, PA 17822  
TTY: (717) 271-6211  
Adult: Kidney  

Lehigh Valley Hospital  
1605 N. Cedar Crest Boulevard  
Allentown, PA 18104  
TTY: (610) 402-6000  
Adult: Kidney  

Milton Hershey Medical Center  
500 University Drive  
Hershey, PA 17033  
TTY: (717) 531-8521  
Adult: Kidney  

St. Jude Children's Research Hospital  
332 North Lauderdale  
Memphis, TN 38105  
TTY: (901) 595-9000  
Adult: Kidney  

University of Tennessee  
1924 Alcoa Hwy.  
Knoxville, TN 37920  
TTY: (865) 305-9000  
Adult: Kidney  

Texas  
Cook Children's Medical Center  
801 Seventh Avenue  
Fort Worth, TX 76104  
TTY: (817) 596-7000  
Adult: Kidney  

Medicaid City Dallas Hospital  
777 Forest Lane  
Dallas, TX 75230  
TTY: (214) 566-7000  
Adult: Kidney  

Scott & White Healthcare  
2401 South 31st Street  
Temple, TX 76506  
TTY: (214) 820-7808  
Adult: Kidney  

St. David's South Austin Medical Center  
901 West Ben White Blvd.  
Austin, TX 78704  
TTY: (512) 447-2211  
Adult: Kidney  

Methodist Children's Hospital, A Campus of Methodist Hospital  
7700 Floyd Curl Drive  
San Antonio, TX 78229  
TTY: (210) 575-7000  
Adult: Kidney  

Methodist Hospital  
7700 Floyd Curl Drive  
San Antonio, TX 78229  
TTY: (210) 575-4000  
Adult: Kidney  

Methodist Hospital of Dallas  
1441 North Beckley Avenue  
Dallas, TX 75203  
TTY: (214) 977-8181  
Adult: Kidney  

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Texas Children's Hospital  
6621 Fannin Street  
Houston, TX 77030  
(832) 824-1000  
(TTY: 711)  
Pediatric:  
- Bone Marrow Transplant  
  - Allo  
  - Auto  
- CAR-T  
- Heart  
- Heart/Lung  
- Kidney  
- Liver  
- Lung  

University Health System  
4502 Medical Drive  
San Antonio, TX 78229  
(210) 358-4000  
(TTY: 711)  
Adult:  
- Kidney  
- Liver  
- Lung  
Pediatric:  
- Kidney  

UT Southwestern Medical Center  
6201 Harry Hines Blvd.  
Dallas, TX 75330  
(214) 645-5555  
(TTY: 711)  
Adult:  
- Bone Marrow Transplant  
  - Allo  
  - Auto  
- CAR-T  
- Heart  
- Kidney  
- Liver  
- Lung  
Pediatric:  
- Heart  
- Kidney  
- Liver  

Virginia  
Inova Fairfax Hospital  
3300 Gallows Road  
Falls Church, VA 22042  
(703) 776-4300  
(TTY: 711)  
Adult:  
- Heart  
- Kidney  
- Lung  
- Pancreas  
- Pancreas after Kidney  
- Simultaneous Pancreas  
- Kidney  

University of Virginia Medical Center  
Hospital Drive & Jefferson Park Avenue  
Charlottesville, VA 22908  
(434) 924-8499  
(TTY: 711)  
Adult:  
- Bone Marrow Transplant  
  - Allo  
  - Auto  
- CAR-T  
- Heart  
- Kidney  
- Liver  
- Lung  
- Pancreas  
- Pancreas after Kidney  
- Simultaneous Pancreas  
- Kidney  
Pediatric:  
- Heart  
- Kidney  
- Liver  

VCU Health  
401 North 12th Street  
Richmond, Virginia 23298-0510  
(804) 828-9000  
(TTY: 711)  
Adult:  
- Bone Marrow Transplant  
  - Allo  
  - Auto  
- CAR-T  
- Heart  
- Kidney  
- Liver  
- Pancreas  
- Pancreas after Kidney  
- Simultaneous Pancreas  
- Kidney  
Pediatric:  
- Bone Marrow Transplant  
  - Allo  
  - Auto  
- CAR-T  
- Kidney  

Washington  
Sacred Heart Medical Center  
101 West 8th Avenue  
Spokane, WA 99204  
Adult:  
- Kidney  

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