

## LWVI Cancellation and Returned Tissue Policy Overview Effective July 1, 2026

### Policy Summary

LWVI has implemented a Cancellation and Returned Tissue Policy. If tissue prepared and delivered for a scheduled procedure is ultimately not used, the full cornea service fee is invoiced. If the tissue is returned in accordance with LWVI's return requirements, the invoice may be reduced to \$1,500.

#### IF TISSUE IS NOT USED

**Full cornea service fee is invoiced** when tissue prepared for surgery is not used.

#### IF TISSUE IS RETURNED

**Invoice may be reduced to \$1,500** when tissue is returned in accordance with LWVI requirements.

This reflects the reality that once tissue is prepared and shipped, the majority of costs have already been incurred, including processing, surgeon-specific customization, and logistics.

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### What to Do If a Case Is Canceled

Our priority is to help your team **avoid cancellations whenever possible** and maximize the opportunity for every donated cornea to restore sight. If a scheduled procedure is canceled or delayed:

- **Contact LWVI immediately:** Email [contact@lwvi.org](mailto:contact@lwvi.org) Phone 813-289-1200 ext. 980
- Explore options to preserve tissue viability
  - Rescheduling the original patient within the 14-day window
  - Identifying another appropriate patient who can proceed sooner

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### Billing Outcomes When Tissue Is Not Used

#### FULL CORNEA SERVICE FEE (CANCELLATION FEE)

The full cornea service fee is invoiced when tissue prepared and delivered for a scheduled procedure is ultimately not used.

#### REDUCED RETURNED TISSUE INVOICE

The invoice may be reduced to \$1,500 if all of the following requirements are met:

- LWVI is contacted before returning the tissue, whenever possible.
- The tissue container remains unopened, and the tamper-evident safety seal is intact.
- The tissue is returned in accordance with LWVI's packing and shipping requirements.

These requirements help preserve tissue integrity and maximize the opportunity for tissue evaluation and potential reuse when appropriate.

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### Reimbursement Support

- Facilities may be eligible to recover a portion or all of the cornea service fee through the use of appropriate modifier codes, subject to payer policies and documentation requirements.
- LWVI is available to assist your team with questions regarding modifier usage and reimbursement.
- See the Cancellation and Returned Tissue Policy – Frequently Asked Questions for additional information.

Reimbursement eligibility is determined by the payer and is not guaranteed.

### Why This Change Was Made

- Every donated cornea represents a precious Gift of Sight intended to restore a patient's vision.
- Tissue is custom prepared for each surgeon and patient.
- Most costs are incurred prior to delivery.
- Corneal tissue has a limited 14-day preservation window.
- Returned tissue often cannot be reassigned because of timing and customization.
- In many cases, returned tissue must be discarded.

This policy supports our shared responsibility to honor the Gift of Sight, reduce avoidable tissue waste, and maximize the opportunity for every donated cornea to restore vision.

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### Need Assistance?

The sooner you contact LWVI, the more options we may have to preserve tissue viability, maximize donor gift utilization, and help reduce unnecessary costs.

If a scheduled procedure is canceled or delayed, contact LWVI before returning tissue.

Together, we can:

- Help identify alternatives to maximize tissue utilization.
  - Explain the requirements for the reduced returned tissue invoice.
  - Provide guidance regarding potential reimbursement through applicable modifier codes.
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### Tools & Resources Available

To help your team reduce avoidable cancellations, maximize donor gift utilization, and support successful surgical outcomes, LWVI provides:

- **Honoring the Gift of Sight Program**  
Focused on improving patient readiness and reducing avoidable cancellations
  - **Patient Education Materials**  
Helps patients understand the importance of their procedure and improve compliance
  - **Pre-Op Checklists and Workflow Support**  
Ensures patients are educated, cleared for surgery, fully prepared
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### Our Commitment

We are committed to partnering with your facility to:

- Reduce avoidable cancellations and unnecessary tissue returns
- Support your operational workflows
- Ensure patients are fully prepared for surgery
- Maximize the use of every donated tissue
- Honor every donor's Gift of Sight through responsible tissue stewardship.

Thank you for your partnership in honoring every donor's Gift of Sight and helping ensure these life-changing gifts have the greatest possible impact on the patients we serve.