

Cancellation and Returned Tissue Policy – FAQs

Overview

This document answers common questions about LWVI's Returned Tissue Policy and explains the difference between a **Cancellation Fee** and a **Reduced Returned Tissue Fee**.

1. What is considered Returned Tissue?

Returned Tissue refers to any corneal tissue that has been delivered to a surgical facility, is not used for the intended procedure, and is returned to LWVI in accordance with LWVI's packing and shipping requirements.

2. Why is LWVI implementing this policy?

By the time tissue reaches your facility, significant work and cost have already been incurred, including:

- Donor recovery and screening
- Medical evaluation and infectious disease testing
- Surgeon-specific tissue preparation
- Packaging, cold-chain shipping, and delivery

Once tissue has been shipped, valuable preservation time is lost, and in many cases it can no longer be transplanted into another patient. This policy helps recover a portion of these costs while supporting responsible stewardship of every donor's Gift of Sight.

3. What should we do if a scheduled procedure is canceled?

Contact LWVI immediately before returning the tissue. Depending on the circumstances, we may be able to help:

- Reschedule the original patient within the 14-day preservation window.
- Identify another appropriate patient within your practice.
- Explore additional options to maximize tissue utilization.

Early communication provides the greatest opportunity to preserve tissue viability, honor the donor's Gift of Sight, and reduce unnecessary costs.

4. What is the difference between the Cancellation Fee and the Reduced Returned Tissue Invoice?

If tissue prepared and delivered for a scheduled procedure is 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**.

5. How can my facility qualify for the reduced \$1,500 invoice?

If a return cannot be avoided, the invoice may be reduced to \$1,500 when:

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

See the repacking instructions and instructional video.

6. Can the facility recover any of these costs?

Possibly. Facilities may be eligible for reimbursement through appropriate modifier codes, including:

- Modifier -73 (procedure discontinued prior to anesthesia)
- Modifier -74 (procedure discontinued after anesthesia)

Reimbursement depends on payer policies and documentation requirements.

7. What are the most common reasons tissue is not used?

Many cancellations are preventable, including:

- Failure to follow pre-operative instructions (such as eating or drinking before surgery)
- Transportation or scheduling issues
- Insurance authorization delays
- Failure to obtain medical clearance

8. How can we reduce cancellations and returned tissue?

LWVI provides resources to help improve patient readiness and reduce avoidable cancellations, including:

- Pre-operative checklists
- Patient education materials
- Patient reminder wristbands
- Honoring the Gift of Sight educational resources

Visit **Honoring the Gift of Sight** [click here](#)

9. Can returned tissue be used for another patient?

Every returned cornea is thoroughly reevaluated to determine whether it can be safely transplanted into another patient. Unfortunately, because of the limited preservation window, surgeon-specific preparation, and time lost during transit, most returned tissue is no longer suitable for transplantation and must be discarded in accordance with applicable standards.

10. When does this policy take effect?

July 1, 2026

11. Who can I contact with questions?

Please contact your LWVI representative or the LWVI Customer Support Team:

Email: contact@lwvi.org,

Phone: 813-289-1200 ext. 980