



**Dear Surgeon and Facility Administrator,**

Thank you for your partnership in restoring sight and for sharing our commitment to honoring every precious gift of donated tissue entrusted to us.

Effective July 1, 2026, Lions World Vision Institute (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**. This reduced invoice helps offset a portion of the processing, packaging, and shipping costs already incurred while recognizing compliance with LWVI's return requirements.

Once tissue has been prepared and shipped, significant resources have already been invested. More importantly, because of the limited preservation window, surgeon-specific preparation, and time lost during transit, returned tissue often cannot be reassigned to another patient and may ultimately need to be discarded. When this occurs, a donor's final Gift of Sight may never fulfill its intended purpose.

Every donated cornea represents hope, trust, and the opportunity to restore vision. This policy reinforces our shared responsibility to maximize the use of these life-changing gifts while supporting responsible tissue stewardship.

Our greatest priority is to help your team avoid cancellations whenever possible. If a scheduled procedure is canceled or delayed, please contact LWVI immediately. Early communication often allows us to identify solutions that preserve tissue viability, maximize donor gift utilization, and help reduce unnecessary costs.

**Important considerations include:**

- Contact LWVI immediately if a scheduled procedure is canceled or delayed.
- Corneal tissue has a limited **14-day preservation window**, making timely transplantation critical.
- Rescheduling the original patient within that timeframe is often the best option.
- Another appropriate patient within your practice or a colleague's practice may be able to undergo surgery before the tissue expires.

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. Our team is available to assist with modifier usage and reimbursement questions.

To further support your staff, we encourage you to visit our **Honoring the Gift of Sight** resource page, which provides best practices for tissue utilization, patient readiness, and donor stewardship.

Our goal is not simply to enforce a policy, but to partner with you to prevent avoidable cancellations, reduce tissue waste, support patient care, and ensure every donated cornea has the greatest possible opportunity to restore sight.

If you have questions or would like to discuss a specific case or policy, please contact us at [contact@LWVI.org](mailto:contact@LWVI.org) or **813-289-1200 ext. 980**. We are happy to schedule a phone call or Zoom meeting with your clinical or administrative team.

Thank you for your continued partnership and for helping us honor the Gift of Sight... **So The World Can See.**