



The New York State Living Donor Support Program provides financial reimbursement to New York State residents who donate an organ to another New York State resident. The Program's primary goals are to reduce the financial burden that living donors may face during the donation process -- and to reimburse (pay back) expenses that are often not paid for by insurance or other sources.

The Program can reimburse living donors up to \$14,000 for certain expenses of the living donation process. It can help pay for the following throughout a living donation process:

- Travel expenses: Transportation, food, and lodging.
- Lost wages (including demonstrated lost non-employment income) or the economic value of sick or vacation days expended.
- Dependent care: Money a living donor may spend on care for children, a child with a disability, a dependent adult, or an elderly person during the donation process. Paid care may be needed if the living donor is not able to provide care due to the demands of the donation process.
- Medications or medical care--those related to the donation process that are not covered by health insurance.
- Support person who accompanies the living donor to appointments and/or surgery.

For more information, contact the New York State Living Donor Support Program:

Email: [LivingDonor@health.ny.gov](mailto:LivingDonor@health.ny.gov)

Website: [health.ny.gov/livingdonor](http://health.ny.gov/livingdonor)

Phone: 518-408-3431

**Program Eligibility Criteria:**

1. The living donor is a resident of New York State, and
2. The ultimate intended recipient is also a New York State resident

**Accepted Proofs of Residency Documentation:**

1. Two different proofs of current NYS residency are required. The donor and recipient must submit proofs that are dated within 90 days of when the application is submitted. Documents submitted to prove New York State residency need to display both the full name and current residence.
2. Acceptable residency documentation includes:
  - Letter of residency
  - Lease or mortgage statements
  - Pay stub from their employer
  - Bank or investment statements
  - Unemployment check stubs
  - Voter Registration card
  - W2 or 1099
  - Social Security or disability statements
  - Real estate tax bills
  - Telephone bills

- Utility bills
- Tax returns

*Other forms that show proof of residency may be acceptable by the Department.*

#### **Program Eligibility Application Process:**

- Transplant center staff will discuss the New York State Living Donor Support Program with donors who may be eligible for the program. Eligibility applications can be found at: [health.ny.gov/livingdonor](http://health.ny.gov/livingdonor)
- After the transplant center staff review both the donor and the recipient applications and determine complete, they will complete a Transplant Center Initial Review Form. This includes a review of third-party payor sources that may be available to the living donor for reimbursement of eligible expenses.
- When the application packet is complete, the transplant center will submit it to the Living Donor Support Program via our secure file transfer system, "SendVault."  
[health.ny.gov/professionals/patients/donation/living\\_donor/docs/sendvault\\_quick\\_start\\_guide.pdf](http://health.ny.gov/professionals/patients/donation/living_donor/docs/sendvault_quick_start_guide.pdf)
  - o A complete application includes:
    1. Donor application, signed attestation, and two proofs of NYS residency
    2. Recipient application, signed attestation, and two proofs of NYS residency
    3. Transplant Center Review Form

***Applications are due before the living donation surgery takes place.***

#### **Applicant Notification:**

1. The Department will review each application and notify the applicant of its decision to accept or deny their participation in the Program. They will contact them using the applicant's email address or home address provided. A denial will describe the reason(s) why the application was denied.
2. When the Department tells an applicant they are approved to participate, they also tell them what steps to take to get reimbursed from the Program. This includes:
  - A. An overview of the Program and how to get reimbursed. This includes what is needed when submitting a request for reimbursement.. It also covers how to use our secure file transfer system, "SendVault."  
[http://health.ny.gov/professionals/patients/donation/living\\_donor/docs/sendvault\\_quick\\_start\\_guide.pdf](http://health.ny.gov/professionals/patients/donation/living_donor/docs/sendvault_quick_start_guide.pdf)
  - B. The request for reimbursement worksheets.
  - C. A substitute W9 form and directions to complete the form and return it to the Living Donor Support Program.
  - D. Information that living donors will need to submit if they expect to ask for reimbursement of lost wages. This may include a request for the applicant's proof of wages and employment, most current W-2 or 1099, four weeks of most recent pay stubs, and/or an employer verification form.

#### **After donor is approved into the New York State Living Donor Program:**

1. Program participants will work directly with the Living Donor Support Program staff to submit a request for reimbursement.
2. Living Donor Support Program staff may contact transplant centers to validate dates of appointments, surgery, etc.