Site of Care Optimization Program – Frequently Asked Questions (FAQs)

Key Terms

- **Site of Care (SOC): The physical location where a patient receives infusion therapy. Common sites include hospital outpatient departments (HOPDs), physician offices, home infusion services, or ambulatory infusion suites (AIS).**
- **Ambulatory Infusion Suite (AIS): A non-hospital outpatient clinic specifically designed for administering infusion therapies.**

What is the Site of Care Optimization program?

The Site of Care Optimization program helps ensure you receive your infusion or specialty drug treatment in the most appropriate, affordable, and convenient location—such as a home infusion service or a freestanding infusion center, instead of a hospital.

Why would I be asked to change where I get treatment?

Some care settings, like hospitals, can be more expensive without offering any added benefit for certain types of treatments. If it's safe and clinically appropriate, we may recommend another location that offers the same high-quality care at a lower cost and with added convenience.

What are examples of alternate sites?

Alternate infusion sites offer the same high-quality treatment in more convenient and cost-effective settings, such as:

- Ambulatory Infusion Suites (AIS): Non-hospital clinics specializing in infusion therapy
- Physician Offices: When appropriate, treatment may be administered during regular office visits
- Home Infusion: A licensed nurse administers your therapy in the comfort of your own home

These options are carefully selected based on your clinical needs, safety, and convenience.

Will it cost me more to switch to a new site of care?

No – often, it may cost you less. Many alternate sites of care have lower copays and overall out-of-pocket costs compared to hospital-based settings.

You may also save on transportation, parking, and travel time, making your treatment more affordable and convenient.

Will my treatment change?

No. The medication and your prescribed treatment plan will stay the same. The only change may be the **location** where you receive it.

Is this safe?

Yes. All alternate sites of care must meet strict safety and quality standards and are staffed by experienced medical professionals. Your health and safety are always our top priorities.

What are the benefits to me?

- **Lower costs:** You may pay less out-of-pocket
- **More convenience:** Shorter travel time or treatment at home
- **Faster visits:** Less waiting and more flexible scheduling
- **Comfort:** A more relaxed environment for care

How will I know if I'm eligible?

If you are a candidate for a different site of care, we'll contact you directly and work with your healthcare provider to ensure it's the right fit.

Can I decline to change my site of care?

While participation is required when clinically appropriate and supported by policy, your voice matters. We are committed to working closely with you and your provider to find an option that supports your safety, comfort and health needs.

Will the alternate site of care offer flexible scheduling?

Yes. Many ambulatory infusion centers and home infusion providers offer extended hours, including evenings and weekend appointments, to better accommodate your schedule.

What happens if my infusion schedule changes?

If your treatment plan or infusion schedule changes, your provider will submit an updated request for authorization. Once its approved, your assigned infusion site will work with you to adjust your schedule accordingly.

We'll ensure there's no disruption to your care and that your treatment continues smoothly at the appropriate site.

Who can I contact with questions?

If you have questions about the Site of Care Optimization program or your treatment options, contact:

1-866-861-6269 (TTY: **711**)

We're here Monday through Friday, from 8:30 a.m. to 5:30 p.m. EST (closed on state holidays). If our team is unavailable, please leave a voicemail and we will respond within one business day.

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