

# How to Receive Reimbursement

for Donation-Related Lost Wages,  
Travel & Dependent Care Costs



**NATIONAL KIDNEY REGISTRY**®  
FACILITATING LIVING DONOR TRANSPLANTS

When you become a living kidney or liver donor through the National Kidney Registry, you are automatically eligible for reimbursement of lost wages and travel and dependent care expenses related to your donation through the Donor Shield program.

All reimbursement requests will go through your transplant center and will be initiated by your assigned transplant coordinator or social worker.

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## LOST WAGE REIMBURSEMENT

Donor Shield includes lost wage reimbursement for donors up to a maximum of \$2,000 per week for up to 12 weeks.

### How to Apply for Lost Wage Reimbursement

You will receive an email from your transplant center inviting you to apply for lost wage reimbursement. The email will come from [noreply@donorscreen.org](mailto:noreply@donorscreen.org). If you do not see the email in your inbox, please look for it in your junk or spam folder.

Before you begin the online application, please have the following information on hand:

- A copy of your most recent employment tax form: a W-2 if you are an employee or a 1040, 1099, 941, or K1 if you are an independent contractor or self-employed
- Two pay stubs dated within 30 days of your donation date. If you have multiple jobs, you must have two pay stubs from each job, with the same or overlapping pay period dates
- Your Social Security number
- Your tax return from the previous year
- ACH bank information (account number and routing number for the bank account where you want the money deposited). The bank account provided for reimbursement must be maintained at a U.S. bank and in the name of the donor
- Information on any additional reimbursements you are receiving as a result of your donation, including short-term disability, family medical leave or any other source\*

Once you have all the required information, you may click the link in the invitation email to complete the online application.

Within 10 business days, you will receive an email with the results of your claim.

## Reimbursement

All eligible donors will receive reimbursement within 10 business days of the transplant center confirming the donation is complete. Reimbursements are made via ACH (direct payment to your bank). Reimbursement will come from Best Match Corporation.

## Extensions

Once approved, lost wage reimbursement for the first three weeks is automatic. Lost wage reimbursement beyond three weeks must be requested by the transplant center through the NKR system after the donor has received the first three weeks of lost wage reimbursement. If you require an extension beyond three weeks, please contact your transplant coordinator or social worker.

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## TRAVEL & DEPENDENT CARE REIMBURSEMENT

Donor Shield includes reimbursement for donation-related travel, lodging, and dependent care costs, up to a maximum of \$6,000.

### What Expenses are Covered

Covered expenses include:

- Airfare
- Car rental, taxi, ride share service (Uber, Lyft, etc.) or mileage (IRS medical mileage rate)
- Parking
- Lodging (hotel, Airbnb, etc.) for the donor and an accompanying caregiver
- Meals for the donor and one accompanying caregiver
- Child or adult day care for children or dependent adults of the donor
- In-home care for children or dependent adults of the donor
- Before- and after-school care for children of the donor
- Summer day camp for children of the donor

Not covered:

- Gas

*\*Supplemental income does not include any other person's income. Donor Shield lost wage reimbursement should be considered primary when supplemental benefit plans such as short-term disability are available. We encourage you to preserve your supplemental benefit plans in case you need them in the future for other reasons.*

## How to Apply for Travel & Dependent Care Reimbursement

You will receive an email from your transplant center inviting you to apply for travel and dependent care reimbursement. The email will come from [noreply@donorscreen.org](mailto:noreply@donorscreen.org). If you do not see the email in your inbox, please look for it in your junk or spam folder.

You will be asked to provide your ACH bank information (account number and routing number) for the U.S. bank account where you want the money deposited. Account must be maintained in your name.

Save all receipts for travel, lodging, meals and dependent care costs related to your donation. Receipts are required for dependent care provided by a care facility. If care is provided through an individual and a receipt for services cannot be produced, the donor will be asked to sign an affidavit as part of the reimbursement process.

Seven days after your donation, you will receive an email that will allow you to upload the receipts associated with your reimbursement claim. Please note that only one upload per donor is allowed, so be sure to have all relevant receipts before you begin.

If you require assistance with uploading your receipts, your transplant center can help you submit them.

Reimbursements for travel, lodging and dependent care are generally made within 10 business days of submission of receipts. Reimbursements are made via ACH (direct payment to your bank). Reimbursement will come from Best Match Corporation.

For more information, visit  
[donorshield.com](https://donorshield.com)

