



# Surgical Quality & Safety Program for:



## **Proprietary & Confidentiality Notice**

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# Improving the quality & affordability of healthcare

TurningPoint Healthcare Solutions offers support and care oversight for your patients at the times they need it the most.

- ✓ Better surgical outcomes by reviewing up front the patient's lifestyle, other illnesses and overall health
- ✓ High-quality care at the right time and in the right setting for the patient
- ✓ Faster recovery times
- ✓ Fewer complications
- ✓ Lower risk for additional surgery
- ✓ Fewer infections
- ✓ More affordable care



Introducing a program that helps **support patient care**

## PROGRAM RESULTS

21–33%+

Reduction in **ER  
Post-Operative Utilization**

30%+

Cases with **Utilization  
Behavior Change**

24–64%+

Reduction in  
**Skilled Nursing (SNF)**

68%

Reduction in **Hip & Knee  
Surgical Revision Rates**

30%+

Reduction in **Inpatient  
Readmission Post-Operatively**



We improve patient care for a wide breadth of Musculoskeletal and Spinal surgical procedures

## MUSCULOSKELETAL

### Orthopedic Surgical Procedures

*Including all associated partial, total, and revision surgeries*

- Knee Arthroplasty
- Unicompartamental and Bicompartamental Knee Replacement
- Hip Arthroplasty
- Hip Arthodesis
- Shoulder Arthroplasty
- Elbow Arthroplasty
- Ankle Arthroplasty
- Wrist Arthroplasty
- Acromioplasty and Rotator Cuff Repair
- Anterior Cruciate Ligament Repair
- Knee Arthroscopy
- Hip Resurfacing
- Hip Osteotomy
- Meniscal Repair
- Femoroacetabular Arthroscopy
- Ankle Fusion
- Shoulder Fusion
- Wrist Fusion
- Osteochondral Defect Repair
- MPFL Reconstruction

### Spinal Surgical Procedures

*Including all associated partial, total, and revision surgeries*

- Spinal Fusion Surgeries
  - Cervical
  - Lumbar
  - Thoracic
  - Sacral
  - Scoliosis
- Disc Replacement
- Laminectomy/Discectomy
- Kyphoplasty / Vertebroplasty
- Sacroiliac Joint Fusion
- Implantable Pain Pumps
- Spinal Cord Neurostimulator
- Spinal Decompression



### Clinical Categories:

- Orthopedics
- Spine

### Clinical Coding:

Clinical coding specific to the procedures included in the program may be accessed by: <https://procedurelookup.caresource.com/>. Please note the coding is subject to regular updates/changes as CPT/HCPCS coding is added or deleted

# Clinical Experts & Medical Policies



**HITRUST**  
CSF Certified

# Nationally Recognized Clinical Experts

TurningPoint's difference starts with our clinical leadership team that guides the quality and cost effectiveness of patient care



## **Our Peer Review Specialists Include:**

- Six former presidents of the American Academy of Orthopaedic Surgeons (AAOS)
- Former presidents of the American Board of Orthopedic Surgery
- Past president of the North American Pediatric Society
- Two of AAOS's former Board representatives to CMS for all spine related billing and coding changes
- Multiple past regional and state orthopedic association presidents, including the former President of the New Jersey Orthopaedic Association, and AAOS Board Members
- Former Chief of Staff for the Houston Shriners's Children Hospital
- Past President and Current Board Member of the North American Spine Society

Our clinical policies and processes are based on the same standards utilized by national associations



To be **included**, a study had to meet the following selection criteria:

- ✓ Study was specific to the device type or procedure being reviewed
- ✓ Published in a peer-reviewed journal during or after 1966, in English
- ✓ Study must be completed on humans with a sample of 30 or more patients per treatment group
- ✓ Reported on 80% of the patient of the patient population of interest
- ✓ Study results were presented quantitatively
- ✓ Provided a full report of a clinical study
- ✓ Study treatment follow up period was > 4 weeks
- ✓ At least 80% of the enrolled study population were 19 years of age or older
- ✓ For any included study that used “paper-and-pencil” outcome measures (e.g. SF-36), only those that were validated were included
- ✓ “Paper-and-pencil” outcomes reported by a single group of investigators (i.e. a single study) were excluded
- ✓ Study was in vivo

Studies were **excluded** if any of the following criteria were met:

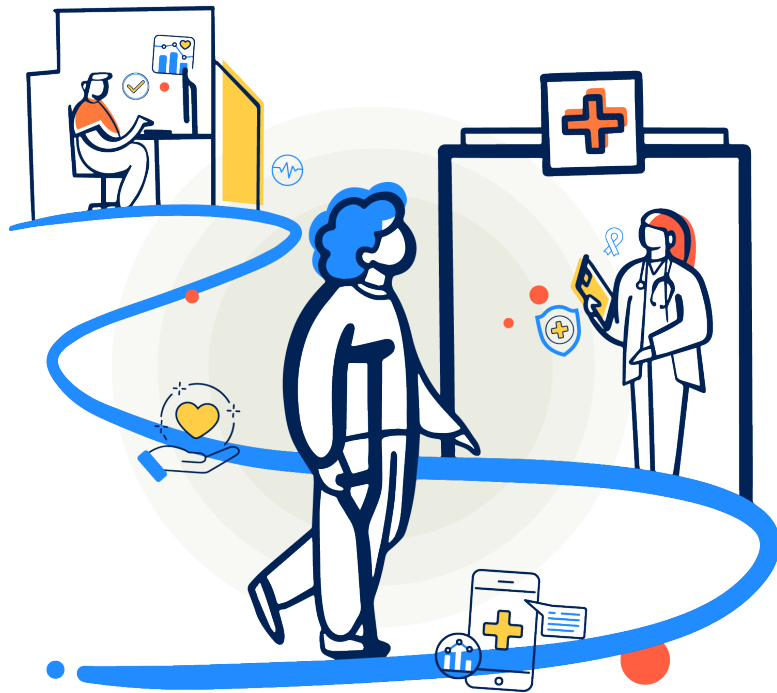
- ✗ Studies of “Very Limited” evidence strength
- ✗ Retrospective non-comparative case series, medical records review, meeting abstracts, historical articles, editorials, letters, and commentaries
- ✗ Case series studies that gave patients the treatment of interest AND another treatment
- ✗ Case series studies that had non-consecutive enrollment of patients
- ✗ Controlled trials in which patients were not stochastically assigned to groups AND in which there was heterogeneity in patient characteristics or outcomes at baseline AND where the authors did not statistically adjust for these differences when analyzing the results
- ✗ Composite measures or outcomes, even if they were patient-oriented
- ✗ Case series studies if no baseline values were reported
- ✗ Study was performed on cadavers



# Submitting Authorization Requests & Provider Portal Access



# TurningPoint offers multiple tools to initiate prior authorization requests for procedures requiring pre-certification



## Authorization Submission

- Online Provider Portal
- Fax: 404-201-6624
- Phone: 678-528-2056 | 855-941-5310

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## Required Information

- Provider information
- Facility information
- Anticipated surgery date
- Health plan information
- Member demographics
- Requested procedures/diagnosis
- Clinical Information

# TurningPoint Provider Portal Access



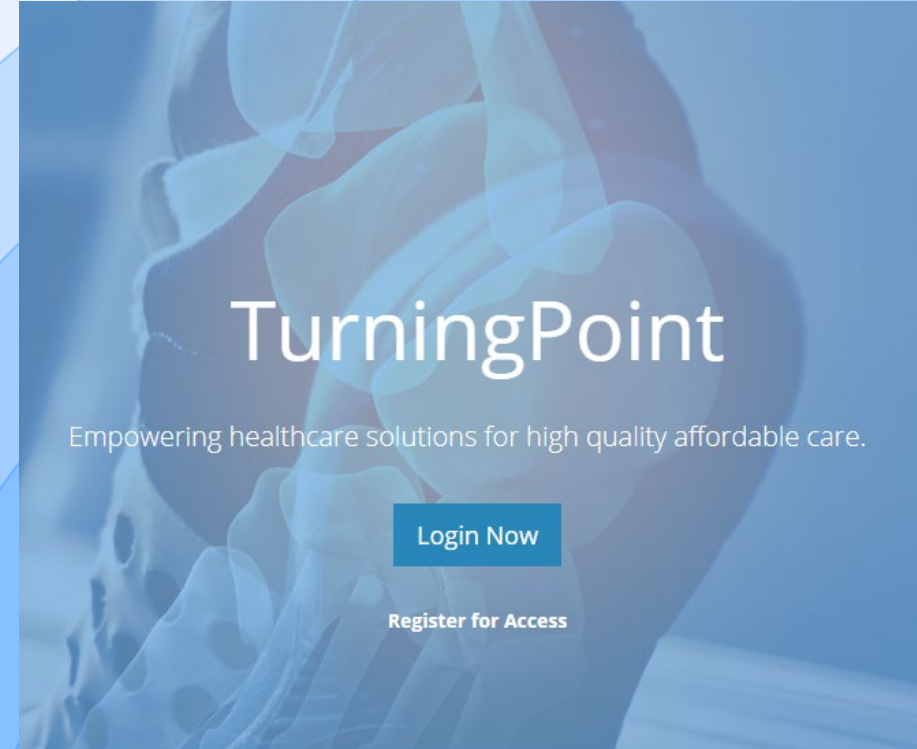
Direct Portal users must be registered before submitting requests



All providers will receive a notification of staff registered for portal access



Portal demonstrations can be set-up for your practice upon request



**Note:** To become a registered user of TurningPoint's Provider Portal, please go to [www.myturningpoint-healthcare.com](http://www.myturningpoint-healthcare.com) and register directly or contact the Provider Relations Team at 866-422-0800

**Email:** PortalRegistration@tpshealth.com



# Requesting Provider Portal Access

When requesting access, TurningPoint will need:

- Practice Name
- Tax ID
- Location(s)
- Practice Staff and Performing Physicians information

**Submit Excel file** to [PortalRegistration@tpshealth.com](mailto:PortalRegistration@tpshealth.com)

**TurningPoint**

Please enter the practice or provider group name as you would like it to appear in the system

Practice Name	Practice TIN (Tax ID Number)

**TurningPoint**

List all office or support staff that will require system access.

Last Name	First Name	Email Address	System User Role	Title	Phone 1 (Direct)	Phone 2 (Cell)	Fax



Our portal is the best process to initiate authorizations

The screenshot displays the TurningPoint healthcare portal dashboard. At the top, there is a navigation bar with the TurningPoint logo and menu items: Home, Add request, Requests, Policies, Reports, and Help. The user is logged in as 'Test User'. Below the navigation bar, there is an 'ANNOUNCEMENTS' section with a message about the 'Provider Lookup' update. The 'REQUEST SUMMARY' section features six colored boxes representing different request statuses: In Progress (1), Under Review (1), Information Required (0), Approved (2), Partially Approved (0), and Denied (5). The 'ACTION REQUIRED' section shows a collapsed 'Requests in Progress (1)' category, which is expanded to show a table with one row of request details. The table columns are Request, Patient, DOB, and Procedure. The row shows Request ID CEN108332 for Jane Smith, DOB 01/01/2000, and Procedure Rhinoplasty, Septoplasty, & Vestibular Stenosis Repair. There are 'Resume' and 'Discard' links for this request. Below the table is a pagination control showing page 1 of 1. The 'FDA RECALLS' section at the bottom has two expandable items: '+ FDA Class 1 Recalls (270)' and '+ FDA Class 2 Recalls (4912)'.

**TurningPoint** Home Add request Requests Policies Reports Help Test User

### ANNOUNCEMENTS

- Update to Provider Lookup. To find providers now, simply begin typing the name of the provider into the appropriate fields and a search function will begin to narrow down the appropriate results.

### REQUEST SUMMARY

In Progress	Under Review	Information Required	Approved	Partially Approved	Denied
1	1	0	2	0	5

### ACTION REQUIRED

— Requests in Progress (1)

Request	Patient	DOB	Procedure	
CEN108332	Jane Smith	01/01/2000	Rhinoplasty, Septoplasty, & Vestibular Stenosis Repair	<a href="#">Resume</a>   <a href="#">Discard</a>

< 1 >

### FDA RECALLS

- + FDA Class 1 Recalls (270)
- + FDA Class 2 Recalls (4912)



The portal allows you to initiate, track & retrieve case documents

TurningPoint Home Add request Requests Policies Reports Help Test User ▼

### CEN108332 - Jane Smith (01/01/2000)

Physician ✓  
John Doe

Patient ✓  
Smith, Jane  
DOB: 01/01/2000  
ID: 123456789

Procedure ✓  
Rhinoplasty, Septoplasty, & Vestibular Stenosis Repair

Diagnosis ✓  
J30.9 - ALLERGIC RHINITIS UNSPECIFIED

Facility ✓  
Sunshine Medical Clinic

**Summary**

Summary

Your request summary is shown below. Please review the information and make any changes by clicking on a link to edit the request data, or click 'Submit Request' if the data is accurate.

Status	<a href="#">In Progress</a>								
Physician	John Doe (NPI: 0123456789)								
Practice	ABC ORTHOPEDICS ASSOCIATES								
Location	456 HIGH STREET, SOMEWHERE, TX 12346								
Payer	Default Payer								
Member Id	123456789								
Patient	Jane Smith (01/01/2000)								
Height	70 Inches								
Weight	180 Pounds								
Procedure Common Name	Rhinoplasty, Septoplasty, & Vestibular Stenosis Repair								
Procedure Codes	<table border="1"><thead><tr><th>Procedure</th><th>Requested Quantity</th><th>Reviewed Quantity</th></tr></thead><tbody><tr><td>30420 - RHINOPLASTY PRIMARY W/MAJOR SEPTAL REPAIR</td><td>1</td><td>0</td></tr></tbody></table>	Procedure	Requested Quantity	Reviewed Quantity	30420 - RHINOPLASTY PRIMARY W/MAJOR SEPTAL REPAIR	1	0		
Procedure	Requested Quantity	Reviewed Quantity							
30420 - RHINOPLASTY PRIMARY W/MAJOR SEPTAL REPAIR	1	0							
Anticipated Procedure Date	9/1/2021								
End of Service Date	01/01/1900								
Primary Diagnosis	J30.9 - ALLERGIC RHINITIS UNSPECIFIED								
Site	Sunshine Medical Clinic								

[Previous](#) [Print Summary](#) [Submit Requests](#) [Upload Clinical Documents](#)



# Authorization Status

1. Log in to the TurningPoint Provider Portal
2. Click Requests on the toolbar
3. Filter by Request ID, Patient, Physician or Status
4. See the “Status” column
5. Call Customer Service
  - Phone: 678-528-2056 or 855-941-5310
  - Obtain status of authorization requests through a Customer Service Representative

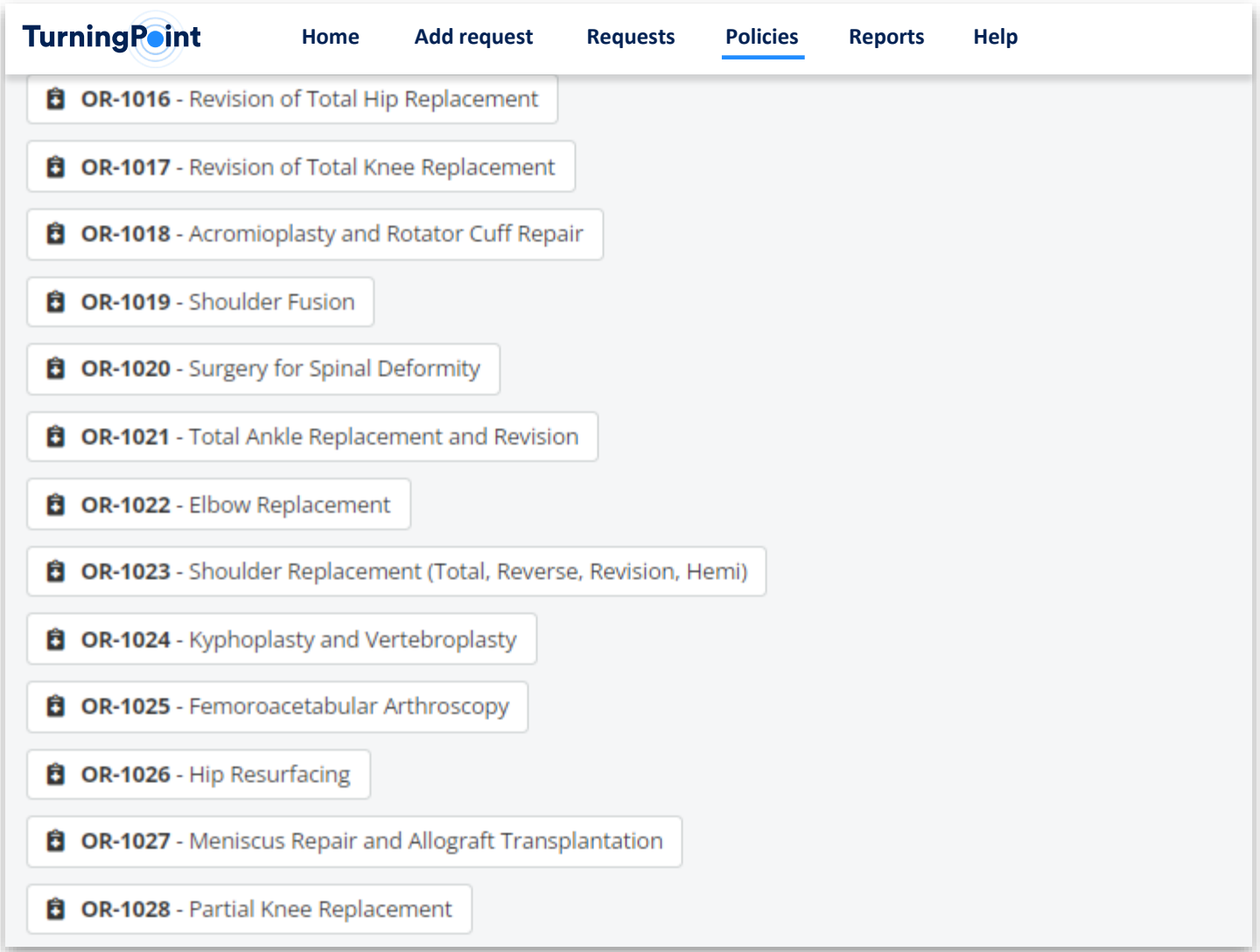
TurningPoint Home Add request **Requests** Policies Reports Help Test User ▼

### REQUESTS SUBMITTED

Filters: 114 requests Requests per page: 10 ▼

Request Id	Patient	Clinical Service	Status	
CEN254934		Myringotomy, Tympanostomy, & Tympanoplasty	In Progress	👤 📄 🗑️
CEN254922		Rhinoplasty, Septoplasty, & Vestibular Stenosis Repair	Under Review	👤 📄
CEN254907		Myringotomy, Tympanostomy, & Tympanoplasty	Approved	👤

All medical policies and clinical guidelines are easily accessible on the portal



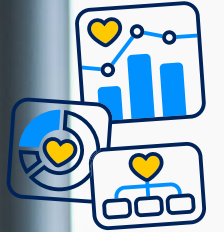
The screenshot displays the TurningPoint portal interface. At the top, there is a navigation bar with the following items: the TurningPoint logo, 'Home', 'Add request', 'Requests', 'Policies' (which is underlined and highlighted), 'Reports', and 'Help'. Below the navigation bar, a list of medical policies is shown, each in a white box with a small icon to the left of the text. The policies listed are:

- OR-1016 - Revision of Total Hip Replacement
- OR-1017 - Revision of Total Knee Replacement
- OR-1018 - Acromioplasty and Rotator Cuff Repair
- OR-1019 - Shoulder Fusion
- OR-1020 - Surgery for Spinal Deformity
- OR-1021 - Total Ankle Replacement and Revision
- OR-1022 - Elbow Replacement
- OR-1023 - Shoulder Replacement (Total, Reverse, Revision, Hemi)
- OR-1024 - Kyphoplasty and Vertebroplasty
- OR-1025 - Femoroacetabular Arthroscopy
- OR-1026 - Hip Resurfacing
- OR-1027 - Meniscus Repair and Allograft Transplantation
- OR-1028 - Partial Knee Replacement



# Required Documentation

- History of present illness
- Physical exam
- Past medical history
- Conservative therapies
- Imaging
- BMI
- Smoking status
- Surgical History
- Surgical plan with a risks and benefits discussion



\*See GN-1002 Medical Record Documentation for documentation requirements. This documentation is included with all TurningPoint medical policies, which you can find in the TurningPoint Provider Portal.

# Turnaround Times & Peer-to-Peer Process



# Marketplace

## TURNAROUND TIMES

Type of Request	Marketplace
Standard (non-urgent) requests	<b>7 Calendar Days</b> after TurningPoint receives complete information*
Expedited (urgent) requests	<b>72 Hours</b>
Retrospective requests	<b>30 Calendar Days</b> from the date on which TurningPoint received the authorization request

*\*If you don't submit complete information, there may be delays in processing your request.*

*\*Turnaround time shall not exceed listed timeframes*

## PEER-TO-PEER PROCESS

- Offered by TurningPoint during notification of denials
- May be requested by provider office
- TurningPoint will request three dates and times for scheduling to help navigate physician schedules
- Commercial peer-to-peer reviews are offered for reconsideration of final determinations to allow for review of supporting clinical documentation.
- Peer-to-peer reviews are unique in that they are conducted by specialized physicians in accordance with the procedure

*Prior Authorizations are valid for 30 calendar days for outpatient procedures and 1 day inpatient for the day of planned admission.*



# Medicaid

## TURNAROUND TIMES

Type of Request	Medicaid
Standard (non-urgent) requests	<b>3 Business Days</b> after TurningPoint receives complete information*
Expedited (urgent) requests	<b>24 Hours</b>
Retrospective requests	<b>30 Calendar Days</b> from the date on which TurningPoint received the authorization request

*\*If you don't submit complete information, there may be delays in processing your request.*

*\*Turnaround time shall not exceed listed timeframes*

## PEER-TO-PEER PROCESS

- Offered by TurningPoint during notification of denials
- May be requested by provider office
- TurningPoint will request three dates and times for scheduling to help navigate physician schedules
- Commercial peer-to-peer reviews are offered for reconsideration of final determinations to allow for review of supporting clinical documentation.
- Peer-to-peer reviews are unique in that they are conducted by specialized physicians in accordance with the procedure

*Prior Authorizations are valid for 30 calendar days for outpatient procedures and 1 day inpatient for the day of planned admission.*



# Procedure Code Updates, Appeals & Claims



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# Procedure Code Update Process



## PRE-PROCEDURE

Update procedure codes on an authorization **prior** to the date of service

Call TurningPoint. If medical necessity review is required for the new coding, a new request will be created and you may have to submit additional clinical documentation.



## POST-PROCEDURE

Update procedure codes **after** a surgery has taken place

If a change was made to the procedure that was originally authorized, a Post Service Change Review can be submitted to TurningPoint to update the procedure prior to submitting the claim to the health plan. You may have to submit additional clinical documentation including post op notes.

\*The PSCR form can be found in the “Help” tab within the TurningPoint Portal.



## Appeals

TurningPoint is not delegated for appeals. Appeals should be submitted directly to the health plan. Final notification letter will provide detailed instructions for appeal submissions.



## Claims

TurningPoint is not delegated to process claims. Providers should continue to submit claims as they do currently.

# TurningPoint Market Launch

## Program Effective Date

Members with a date of service on or after **01/01/2024**

TurningPoint will begin accepting these Pre-Authorization requests on **12/18/2023**

## Provider Resources

- ✓ Program PowerPoint presentation
- ✓ Frequently Asked Questions (FAQ) document
- ✓ TurningPoint Provider Manual
- ✓ Instructional Webinars





# Appendix



# TurningPoint Provider Relations Support

## Provider Relations Support

Phone: 866-422-0800 | [Providersupport@tpshealth.com](mailto:Providersupport@tpshealth.com)

## Heather Shore, Provider Relations Representative

Phone: 407-602-3397 | [hshore@tpshealth.com](mailto:hshore@tpshealth.com)

## Bethany Foxman, Manager Provider Relations

Phone: 407-233-3429 | [bfoxman@tpshealth.com](mailto:bfoxman@tpshealth.com)





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Empowering Healthcare Solutions for High Quality Affordable Care



Improving Quality & Affordability



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