



# NETWORK *Notification*

**Notice Date:** March 18, 2024  
**To:** Georgia Medicaid and Georgia Pathways Providers  
**From:** CareSource  
**Subject:** CareSource Cardiac and Musculoskeletal Surgical Quality and Safety Management Program in Partnership with TurningPoint  
**Effective Date:** May 1, 2024

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This notification is an update to the [network notification](#) posted on March 18, 2024. This notification is to update the telephone intake phone number.

## Summary

CareSource is pleased to announce the expansion of TurningPoint's Cardiac and Musculoskeletal Surgical Quality and Safety Management Program to our Georgia Medicaid members. The program is currently in effect for CareSource Commercial Marketplace and is designed to work collaboratively with physicians to promote patient safety through the practice of high-quality and cost-effective care for CareSource members undergoing Cardiac and Musculoskeletal Surgical procedures.

## Importance

Program highlights include:

- ✓ **Administrative Tools** to support an efficient, user-friendly request process for obtaining medical necessity prior authorizations for procedures which require precertification. Easy and efficient post-procedural documentation submission which will be shared with CareSource to facilitate timely claims payment.
- ✓ **Specialized "Peer-to-Peer" Engagement** where a TurningPoint physician (from the same specialty) engages the provider regarding authorization requests that require additional clinical discussion to validate the clinical appropriateness of the procedure specific to the patient's needs and current condition.
- ✓ **Clinical Support Tools** to assist in the tracking and monitoring of patient outcomes and education around patient risks and preventive measures to better coordinate care for the member and reduce infection rates and complications due to patient comorbidities.
- ✓ **Reporting and Analytics** that give physicians and practice administrators greater visibility and transparency into their performance compared to the practice as a whole, as well as the rest of the market.
- ✓ **FDA Recall Tracking and Monitoring** to facilitate timely and consistent notification to the physician, patient, and to CareSource when a member has received or needs a revision surgery due to a Class I or II FDA device recall.

## Impact

Effective April 22, 2024, providers will be able to begin submitting requests to TurningPoint for prior authorization for dates or service on or after May 1, 2024 for the following populations:

- Georgia Medicaid
- PeachCare for Kids
- Georgia Pathways (ages 19-21)

- Georgia Pathways (ages 22-64)

While it is the responsibility of the rendering physician to obtain prior authorization, facility providers are encouraged to contact TurningPoint to verify the prior authorization has been complete for CareSource members prior to admission. Providers (in-network and out-of-network) can view Cardiac Surgical Policies and Guidelines at TurningPoint’s website after registration on the [TurningPoint Portal](#).

Prior authorization for medical necessity and appropriate length of stay (when applicable) has been delegated to **TurningPoint Healthcare Solutions, LLC** and will be required for the following surgical procedures in both inpatient and outpatient settings:

### CARDIAC SURGERIES & PROCEDURES

<i>Including all associated partial, total, and revision surgeries</i>	
<ul style="list-style-type: none"> <li>✓ Cardiac Nuclear Medicine</li> <li>✓ Duplex Scan Extracranial Arteries</li> <li>✓ Echocardiogram</li> <li>✓ Peripheral Diagnostic Testing</li> <li>✓ Cardiac Catheterization</li> <li>✓ Cardiac Contractility Modulation</li> <li>✓ Coronary Angioplasty/Stenting</li> <li>✓ Implantable Cardioverter Defibrillator</li> <li>✓ ICD Revision or Removal</li> <li>✓ Pacemaker</li> </ul>	<ul style="list-style-type: none"> <li>✓ Pacemaker Revision or Removal</li> <li>✓ Peripheral Revascularization</li> <li>✓ Coronary Artery Bypass Grafting</li> <li>✓ Internal Cardiac Monitoring</li> <li>✓ Leadless Pacemaker</li> <li>✓ Left Atrial Appendage (LAA) Occluders</li> <li>✓ Non-Coronary Angioplasty/Stenting</li> <li>✓ Pulmonary Artery Pressure Monitoring</li> <li>✓ Valve Replacement</li> <li>✓ WCD - Wearable Cardiac Defibrillator</li> </ul>

### MUSCULOSKELETAL SURGERIES & PROCEDURES

<b>Orthopedic Surgical Procedures</b> <i>Including all associated revision surgeries</i>	<b>Spinal Surgical Procedures</b> <i>Including all associated partial, total and revision surgeries</i>
<ul style="list-style-type: none"> <li>✓ Knee Arthroplasty</li> <li>✓ Unicompartamental/Bicompartamental Knee Replacement</li> <li>✓ Hip Arthroplasty</li> <li>✓ Shoulder Arthroplasty</li> <li>✓ Elbow Arthroplasty</li> <li>✓ Ankle Arthroplasty</li> <li>✓ Wrist Arthroplasty</li> <li>✓ Acromioplasty and Rotator Cuff Repair</li> <li>✓ Anterior Cruciate Ligament Repair</li> <li>✓ Knee Arthroscopy</li> <li>✓ Hip Resurfacing</li> <li>✓ Hip Arthroscopy</li> <li>✓ Femoroacetabular Arthroscopy</li> <li>✓ Meniscal Repair (with or w/o allograft)</li> <li>✓ Ankle Fusion</li> <li>✓ Shoulder Fusion</li> <li>✓ Wrist Fusion</li> <li>✓ Osteochondral Defect Repair</li> </ul>	<ul style="list-style-type: none"> <li>✓ Disc Replacement</li> <li>✓ Laminectomy/Discectomy</li> <li>✓ Kyphoplasty/Vertebroplasty</li> <li>✓ Sacroiliac Joint Fusion</li> <li>✓ Implantable Pain Pumps</li> <li>✓ Spinal Cord Neurostimulator</li> <li>✓ Spinal Decompression</li> <li>✓ Spinal Fusion Surgeries               <ul style="list-style-type: none"> <li>✓ Cervical</li> <li>✓ Lumbar</li> <li>✓ Thoracic</li> <li>✓ Sacral</li> <li>✓ Scoliosis</li> </ul> </li> </ul>

#### Key Provisions

- Emergency-related procedures do not require authorization.
- It is the responsibility of the ordering physician to obtain authorization.
- Providers rendering the above services should verify that the necessary authorization has been obtained; failure to do so may result in non-payment of your claims.

- Clinical policies are available by contacting TurningPoint at 866-422-0800 for access to digital copies.

### **Training**

To help you in this transition, several training windows will be scheduled in March 2024 and all staff responsible for Musculoskeletal Surgical authorizations are encouraged to participate.

Please register at the appropriate link below for informational webinars.

- [Musculoskeletal Program](#)
- [Cardiac Program](#)

### **Procedure Code Lookup Tool**

Effective May 1, 2024, please refer to the Procedure Code Lookup Tool to check whether a service requires prior authorization. All services that require prior authorization from CareSource should be authorized prior to service delivery. CareSource is not able to pay claims for services in which prior authorization is required, but not obtained by the providers.

### **Appeals**

Clinical appeals, claims disputes and claims appeals will continue to be submitted to CareSource. Please refer to the [Claims](#) or [Disputes or Appeals](#) webpages for information. Call TurningPoint's Peer-to-Peer coordination line at 1-800-581-3920 to submit peer-to-peer review requests.

### **Medical Policies**

Please visit **CareSource.com** > Providers > Provider Policies for more information about TurningPoint.

### **Questions?**

For more information, please refer to the Provider Manual or contact CareSource Provider Services at **1-855-202-1058**, available Monday through Friday from 7 a.m. to 7 p.m. Eastern Time (ET).

We appreciate your support and look forward to your cooperation in assuring that CareSource members receive high quality, cost-effective care for these surgical procedures.

#### **TURNINGPOINT'S UTILIZATION MANAGEMENT & PRECERTIFICATION CONTACT INFORMATION:**

Web Portal Intake: <http://www.myturningpoint-healthcare.com>

Telephonic Intake: 678-528-2056 | **855-941-5310**

Facsimile Intake: 404-201-6624

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DCH Approved: <xx/xx/xxxx>