



NETWORK *Notification*

Notice Date: November 1, 2024
To: Michigan Marketplace Providers
From: HAP CareSource™
Subject: HAP CareSource Cardiac and Musculoskeletal Surgical Quality and Safety Management Program in Partnership with TurningPoint

Summary

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

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 HAP 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 gives 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 HAP CareSource when a member has received or needs a revision surgery due to a Class I or II FDA device recall.

Effective December 1, 2024, providers will be able to begin submitting requests to TurningPoint for Prior Authorization for dates of service on or after January 1, 2025, for the following populations:

- Michigan Marketplace

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 HAP CareSource members prior to admission.

Providers (in-network and out-of-network) can view Musculoskeletal and Cardiac Surgical policies and guidelines at TurningPoint's website after registration on the TurningPoint Portal by visiting [TurningPoint Provider Portal \(myturningpoint-healthcare.com\)](https://myturningpoint-healthcare.com).

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

MUSCULOSKELETAL SURGERIES & PROCEDURES

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

TurningPoint's Utilization Management & Precertification Contact Information:

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

Telephonic Intake: 313-221-8575 | 855-513-4270

Facsimile Intake: 313-335-1933

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 December and all staff responsible for Musculoskeletal and Cardiac Surgical authorizations are encouraged to participate.

Please register at any of the below links for informational webinars.

- Musculoskeletal:
<https://us06web.zoom.us/meeting/register/tZUkdO6tpj0tH9Rdc1ZYZpejpkIW6QT4lpHz>
- Cardiac:
<https://us06web.zoom.us/meeting/register/tZUrdOutqTMjHdc6H53eVPXM7RxcouwwrdiV>

For more information, please refer to the Provider Manual or contact Provider Services at **1-833-230-2101**. You can reach us Monday through Friday from 8 a.m. to 6 p.m. Eastern Time (ET).

PROCEDURE CODE LOOKUP TOOL:

Effective January 1, 2025, please refer to the Procedure Code Lookup Tool to check whether a service requires prior authorization. All services that require prior authorization from HAP CareSource should be authorized prior to service delivery. HAP CareSource is not able to pay claims for services in which prior authorization is required, but not obtained by the provider.

APPEALS:

Clinical appeals, claims disputes and claims appeals will continue to be submitted to HAP CareSource. Please click here for [Claims and Grievance & Appeals](#) information. Please call TurningPoint's Peer to Peer coordination line at (800) 581-3920 to submit peer to peer review requests.

MEDICAL POLICIES:

Please visit [HAPCareSource.com](https://www.hapcare.com) > Providers > [Provider Policies](#) for more information about TurningPoint.

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