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Notice Date: October 15, 2024
To: All Common Ground Healthcare Cooperative (CGHC) Providers
From: Common Ground Healthcare Cooperative
Subject: Cardiac and Musculoskeletal Surgical Quality and Safety Management Program in Partnership with TurningPoint
Effective Date: December 1, 2024

Summary

Common Ground Healthcare Cooperative (CGHC) is pleased to announce that we have contracted with TurningPoint. TurningPoint’s Cardiac and Musculoskeletal Surgical Quality and Safety Management Program is designed to work collaboratively with physicians to promote patient safety through the practice of high quality and cost-effective care for CGHC members undergoing Cardiac and Musculoskeletal Surgical Procedures.

Impact

Effective December 1, 2024, providers will be able to begin submitting requests to TurningPoint for Prior Authorization on or after December 1, 2024. 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 CGHC 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>	
✓ Cardiac Nuclear Medicine	✓ Pacemaker Revision or Removal
✓ Duplex Scan Extracranial Arteries	✓ Peripheral Revascularization
✓ Echocardiogram	✓ Coronary Artery Bypass Grafting
✓ Peripheral Diagnostic Testing	✓ Internal Cardiac Monitoring
✓ Cardiac Catheterization	✓ Leadless Pacemaker
✓ Cardiac Contractility Modulation	✓ Left Atrial Appendage (LAA) Occluders
✓ Coronary Angioplasty/Stenting	✓ Non-Coronary Angioplasty/Stenting
✓ Implantable Cardioverter Defibrillator	✓ Pulmonary Artery Pressure Monitoring
✓ ICD Revision or Removal	✓ Valve Replacement

✓ Pacemaker	✓ Wearable Cardiac Defibrillator (WCD)
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MUSCULOSKELETAL SURGERIES & PROCEDURES

Orthopedic Surgical Procedures - Including all associated revision surgeries	Spinal Surgical Procedures - Including all associated partial, total and revision surgeries
<ul style="list-style-type: none"> ✓ Knee Arthroplasty ✓ Unicompartamental/Bicompartamental 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 without 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: 414-296-6120 | 855-761-7180

Fax Intake: 414-400-9404

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 November 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/tZMlduGupjluGdFSMJRbKjig5fNP9eM4shoE>
- **Cardiac:**
https://us06web.zoom.us/meeting/register/tZwuf-irqTooHNEaTGy03HxX_qOuuauXVbV5

For more information, please refer to the Provider Manual or contact CGHC Provider Services at **1-877-514-2442**. You can reach us Monday through Friday from 8 a.m. to 5 p.m. Central Time (CT).

PROCEDURE CODE LOOKUP TOOL:

Effective December 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 CGHC should be authorized prior to service delivery. CGHC 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 CGHC. After January 1, 2025, please visit CommonGroundHealthcare.org > Providers > Provider Resources for Claims and Grievance & Appeals information. Please call TurningPoint's Peer-to-Peer coordination line at 1-800-581-3920 to submit peer-to-peer review requests.

MEDICAL POLICIES:

Please visit CommonGroundHealthcare.org > Providers > Provider Policies for more information about TurningPoint

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

Questions?

For more information, contact CGHC Provider Services at **1-877-514-2442**. You can reach us Monday through Friday from 8 a.m. to 5 p.m. Central Time (CT).

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

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