

Created for: Blue Cross® Blue Shield® of Michigan and Blue Care Network
Last updated: June 2023



Provider Training Manual





Dear Provider,

TurningPoint Healthcare Solutions, LLC ("TurningPoint") on behalf of Blue Cross Blue Shield of Michigan and Blue Care Network is pleased to introduce you to our Surgical Quality and Safety Management Program ("Program"). The Program is designed to promote patient safety through the practice of high-quality and cost-effective musculoskeletal care for Blue Cross commercial, Medicare Plus BlueSM, BCN commercial and BCN AdvantageSM members. This Provider Training Manual will provide you with an overview of the Program implementation and operational processes.

Note: TurningPoint will manage authorizations for musculoskeletal procedures for all Blue Cross commercial fully insured groups and for select Blue Cross commercial self-funded groups.*

TurningPoint looks forward to working with you on this important initiative to improve the quality and safety of surgical procedures for Blue Cross and BCN members.

PROGRAM HIGHLIGHTS INCLUDE:

- ✓ **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.
- ✓ **Administrative Tools** to support an efficient, user-friendly authorization process for procedures requiring precertification, in addition to recommended medical necessity determinations for procedures which do not require precertification. Easy and efficient post-procedural documentation submission will be shared with Blue Cross Blue Shield of Michigan to facilitate timely claims payment.
- ✓ **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.

Should you have any questions, the TurningPoint staff is available Monday through Friday, 8:00AM to 8:00PM EST at (313) 908-6040.

Regards,
Eric Pezzi
CEO

*To determine whether you need to submit prior authorization requests for Blue Cross commercial members, see the document titled [Determining prior authorization requirements for members](#) (PDF).

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.



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UTILIZATION MANAGEMENT & PRECERTIFICATION:

Web Intake — required for commercial members*: Blue Cross and BCN's provider portal (availability.com) or <http://www.myturningpoint-healthcare.com>

Telephonic Intake: (313) 908-6040 | (833) 217-9670

Facsimile Intake for Joint and Spine Procedures: (313) 879-5509

Facsimile Intake for Pain Management Procedures: (313) 483-7323

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What We Do

TurningPoint's Surgical Quality and Safety Management Program helps to improve the quality of care, safety and affordability of healthcare services for Blue Cross commercial, Medicare Plus Blue, BCN commercial and BCN Advantage members. Our comprehensive Program integrates quality and safety measures related to patient comorbidities and risk factors, evidence-based utilization management pathways, site-of-service optimization and specialized peer-to-peer engagement to promote the overall health management of each patient.

DOCUMENT OVERVIEW

The intent of the Provider Training Manual is to give an overview of the scope, features and operational processes of the Blue Cross Blue Shield of Michigan and TurningPoint Surgical Quality and Safety Management Program. The Program outlined in the Provider Training Manual is designed to work collaboratively with your practice to promote and deliver improvements in the quality, safety and the affordability of member care.

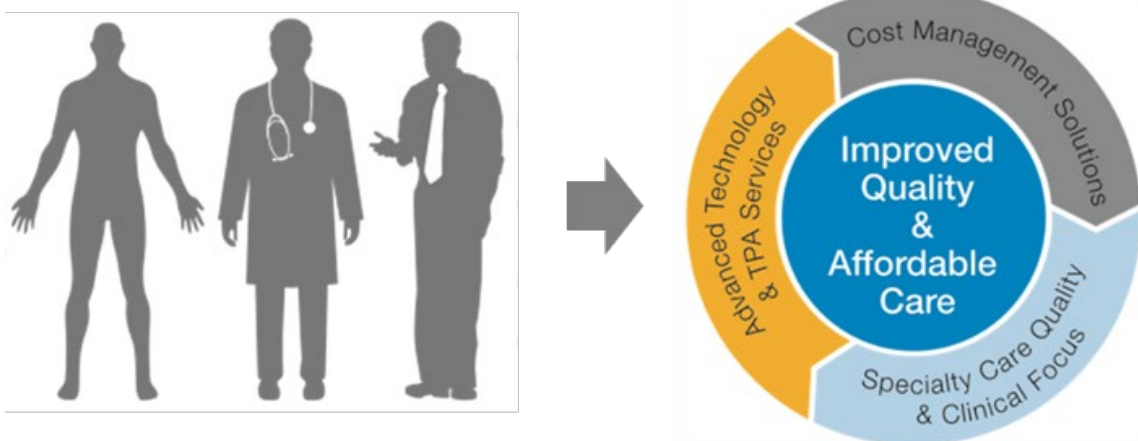
This Program will utilize clinical guidelines that are based upon nationally recognized, evidence-based criteria for determining medical necessity in musculoskeletal surgical procedures. You can initiate a peer-to-peer conversation with a TurningPoint Medical Reviewer at any time during the review process by contacting TurningPoint's Utilization Management Department at (313) 908-6040.

This guide contains information essential to TurningPoint's authorization process, lists of procedures covered under the Program's scope of services and an explanation of the portal features.

Program Overview

TurningPoint offers a comprehensive strategy to managing the unique complexities of surgical procedures and medical device utilization that will enable you, the Physician, to ensure an increase in the safety and quality of care for your patients. The foundation of this Surgical Quality and Safety Management Program is as follows:

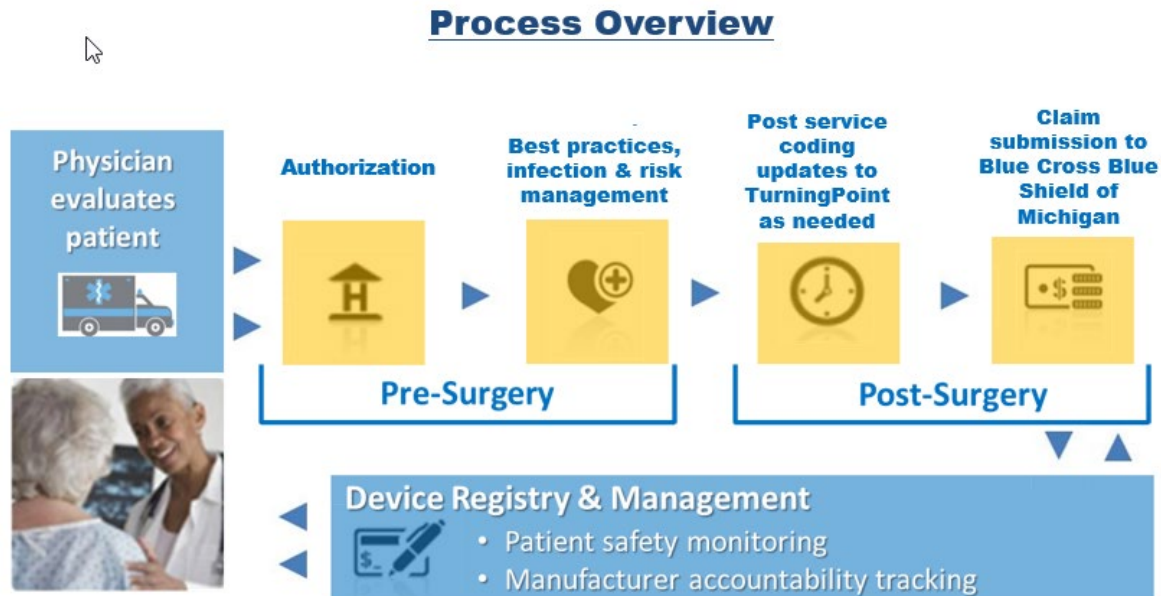
1. Treatment and “CarePath” Optimization - supporting you in selecting treatment plans that are evidence based, demonstrate high quality and optimize costs.



Through the Surgical Quality and Safety Management Program, Blue Cross Blue Shield of Michigan and TurningPoint want to empower the collaboration between patients, physicians, and the health plan to improve the quality of care and affordability of healthcare services. Blue Cross Blue Shield of Michigan and TurningPoint have worked together to develop a unique approach that creates value-added healthcare solutions for Physicians to help remove many of the traditional barriers that have prevented the improvement of healthcare services for high-cost surgical and implantable device procedures.

OPERATIONAL PROCESS

Our operational processes are designed to help improve the efficiency and timeliness of your authorizations, claims validation and payment processing:



COVERED PROCEDURES

The following is a list of covered procedures that are included in the Program:

MUSCULOSKELETAL

Orthopedic Surgical Procedures

Including all associated partial, total, and revision surgeries

- ✓ 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
- ✓ Meniscal Repair
- ✓ Hip Arthroscopy
- ✓ Femoroacetabular Arthroscopy
- ✓ Ankle Fusion
- ✓ Shoulder Fusion
- ✓ Wrist Fusion
- ✓ Osteochondral Defect Repair

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

Pain Management Procedures

- ✓ Epidural Steroid Injection
- ✓ Facet Joint Injection
- ✓ Neurotomy
- ✓ Sacroiliac (SI) Joint Injection

EVIDENCE-BASED CAREPATHS

TurningPoint has collaborated with Blue Cross Blue Shield of Michigan to develop our CarePath guidelines. A key component of the development process is the engagement of Physicians and practices at a local and national level to corroborate the supporting evidence used to determine the appropriate CarePath(s) for each procedure. As a part of the Program, physicians will have an opportunity to review the CarePaths through interactive roundtable discussions with both TurningPoint's and Blue Cross Blue Shield of Michigan's medical directors. Provider Relations representatives can be contacted for upcoming physician community forums as well as scheduling individual physician group discussions with medical directors.



When available, our CarePaths are based upon National Guidelines. Otherwise, our process replicates the standards utilized by national associations (such as the American Academy of Orthopedic Surgeons) to create their policies.

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
- On humans with a sample of 30 or more patients per treatment group
- Reported on 80% of the patients 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

CUSTOMER SERVICE & ON-GOING SUPPORT

Our Provider Relations and Utilization Management teams are dedicated to the continued support of your staff. A series of meetings, webinars, on-site trainings and symposiums to engage you and your staff will be scheduled during the implementation phase as well as throughout the duration of the Program. Each meeting is an opportunity to engage with both TurningPoint and Blue Cross Blue Shield of Michigan regarding questions and concerns you may have, as well as highlight the value the Program will bring to your practice and patients. Regularly scheduled open forum webinars will be offered by TurningPoint's medical directors and Advisory Board covering current events relative to the marketplace. In addition, webinars will be scheduled as necessary, covering any software updates and or release notes.

- 1) Clinical Discussions** regarding evidence-based treatment plans. This discussion will include key medical directors from both Blue Cross Blue Shield of Michigan and TurningPoint's clinical teams to engage with the identified key clinical representatives from each Physician group and is intended to promote the opportunity for physicians to give clinical input within the marketplace regarding best practices.
- 2) On-going provider staff training and support** begins with an initial training session of each physician group's staff on TurningPoint's platform, tools and process. Training materials, reference guides and system login access will also be provided at this time. Your practice will receive frequent and regular communication from TurningPoint's Provider Relations team via telephonic and onsite visits to continue assisting you with any additional training needs or specific issues (technical or otherwise) that need to be resolved for the practice relative to the Program. TurningPoint will also have opportunities to meet with practices to discuss ways of enhancing the TurningPoint portal and the overall Surgical Quality and Safety Management Program.
- 3) Language Assistance Programs** are available for members or providers upon request. To arrange for Oral and Written translation services, please contact our Utilization Management Department at (313) 908-6040.



PROVIDER TRAINING MANUAL

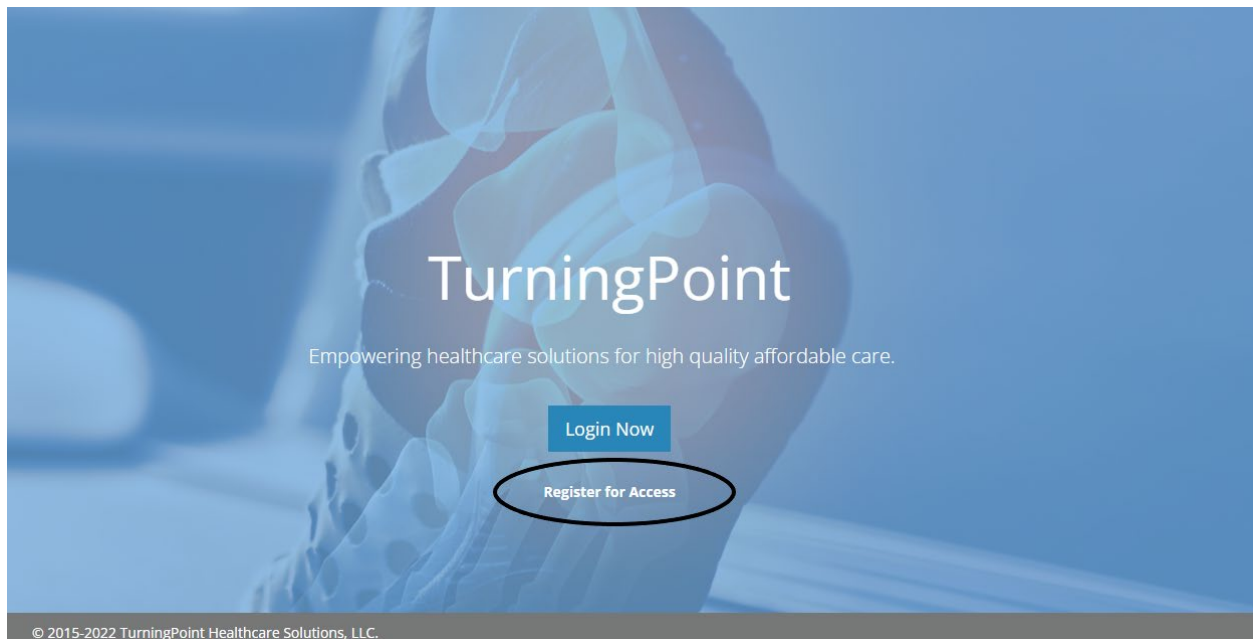
Please feel free to contact our Provider Relations Team for any additional assistance you need:

TurningPoint Provider Relations Team	
Team Member	Contact Information
Stacy Wolf <i>Sr VP of Operations</i>	Email: swolf@tpshealth.com Direct Line: 407.233.3483
Bethany Foxman <i>Manager, Provider Relations</i> Team Role: Provider Relations	Email: bfoxman@tpshealth.com Direct Line: 407.233.3429
Kayla Harris <i>Manager, Provider Technology</i> Team Role: Provider Relations	Email: kharris@tpshealth.com Office: 407.537.9786
Provider Relations Support: BCBSMProviderRelations@tpshealth.com	

Portal Registration

HOW TO REGISTER FOR THE PORTAL

Note: If you're registered for Blue Cross and BCN's provider portal (availability.com), you don't need to register with TurningPoint for direct access to the provider portal through their website.



1. Opening your preferred web browser, go to the following web address:
<https://www.myturningpoint-healthcare.com>
2. Click the **"Register for Access"** button.

Register for Access

Thank you for your interest in the TurningPoint Provider Portal.

The below step-by-step process will provide you access to the TurningPoint Provider Portal where you will be able to submit and see the status of authorization requests, submit clinical information, access our medical policies and see a history of authorizations submitted.

1. Download and open the **Provider Portal Registration File**.
2. Select "Enable editing" and complete all five Excel tabs including practice name, practice locations, practice staff needing access to the portal and practice clinical staff.
3. Save and send as an Excel file to: portalregistration@tpshealth.com.

A member of the Provider Relations Team will follow up with you within 24-48 hours with your login credentials.

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3. Click on "**Provider Portal Registration File**" to download and open the Excel spreadsheet that will allow for you to include the practice name, demographic information and individual physician's information, along with all staff seeking access to the TurningPoint portal.

Register for Access

Thank you for your interest in the TurningPoint Provider Portal.

The below step-by-step process will provide you access to the TurningPoint Provider Portal where you will be able to submit and see the status of authorization requests, submit clinical information, access our medical policies and see a history of authorizations submitted.

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3. Save and send as an Excel file to portalregistration@tpshealth.com.

A member of the Provider Relations Team will follow up with you within 24-48 hours with your login credentials.

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4. Upon completion of the **Provider Portal Registration File**, please email the TurningPoint Provider Relations Team at <mailto:portalregistration@tpshealth.com>. Please include in your email the completed **Provider Portal Registration File** and allow 24 – 48 hours for the registration process to be completed.
5. The TurningPoint Provider Relations Team will email you the username and temporary password for portal access.

Operational User Manual

STEP 1 - HOW TO LOG IN

Log in through Blue Cross and BCN's provider portal

If you're registered for access to Blue Cross and BCN's provider portal, you can access the TurningPoint Provider Portal through Availity Essentials. To do this:

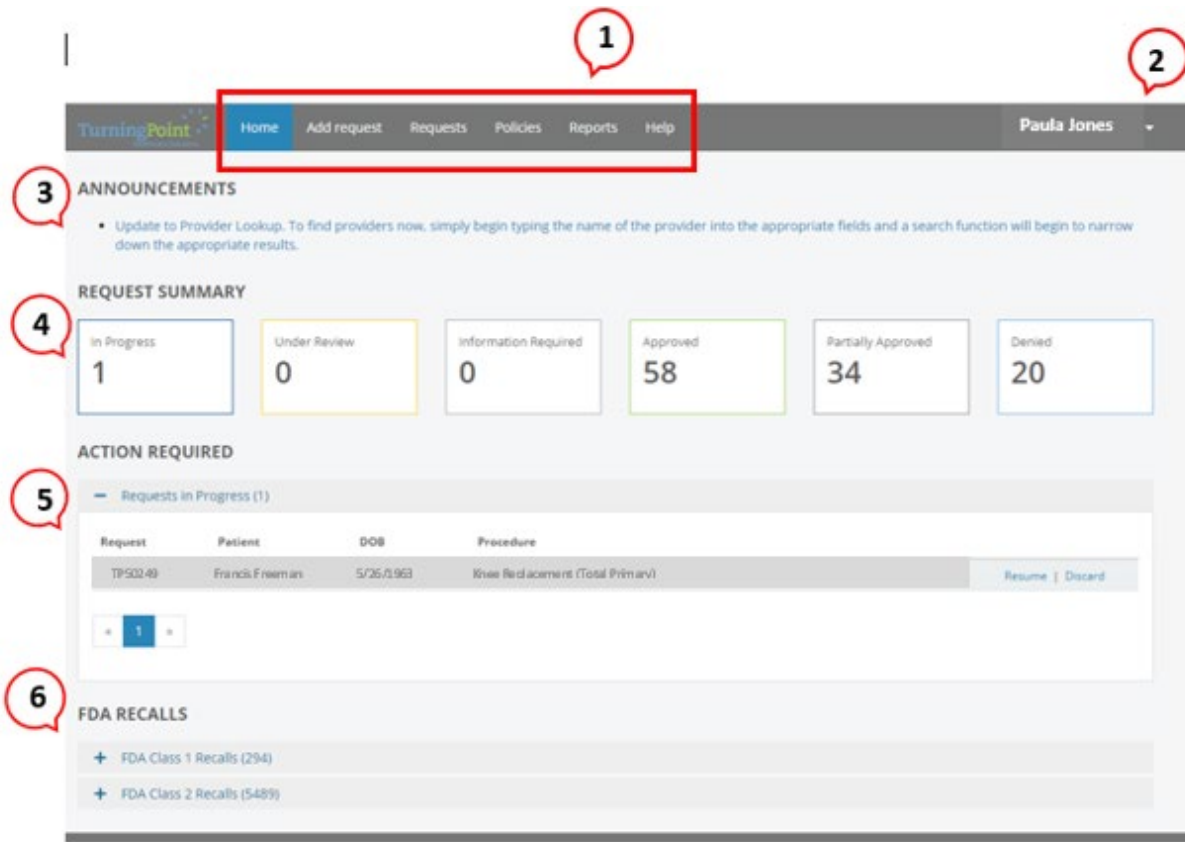
1. Log in to Blue Cross and BCN's provider portal ([availity.com](https://www.availity.com)).
2. Click *Payer Spaces* on the menu bar.
3. Click the BCBSM and BCN logo.
4. Click *TurningPoint Provider Portal* in the Applications tab.

Log in through the TurningPoint website



1. Opening your preferred web browser, go to the following web address:
<https://www.myturningpoint-healthcare.com>
2. Click the **"Login Now"** button and use your email address as your login name.
 - a. This email address has been provided by your office administrator/manager. If you are unsure of your login name, please check with your immediate supervisor first before contacting TurningPoint for assistance.
 - b. If you do not know your login and/or password, please contact either your Provider Relations Team contact or our IT helpdesk (<mailto:portalsupport@tpshealth.com>)

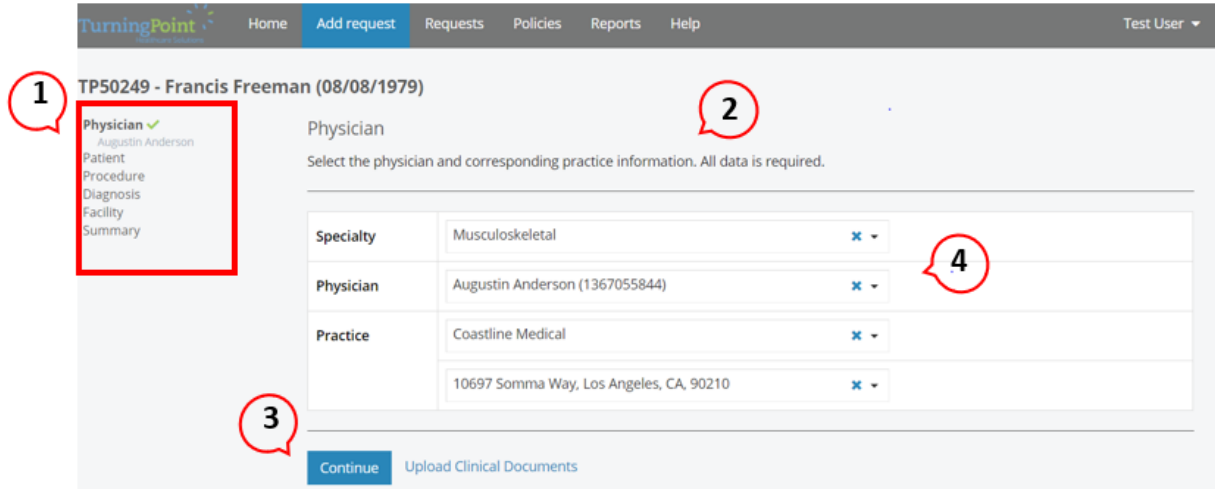
STEP 2 - HOME PAGE & HOW TO SUBMIT A REQUEST FOR PRE-AUTHORIZATION



The screenshot shows the TurningPoint Provider Portal Home Page. The interface includes a navigation bar at the top with the TurningPoint logo and a user profile dropdown for Paula Jones. Below the navigation bar, there are several sections: Announcements, Request Summary, Action Required, and FDA Recalls. The Request Summary section displays six tiles for different request statuses: In Progress (1), Under Review (0), Information Required (0), Approved (58), Partially Approved (34), and Denied (20). The Action Required section shows a list of requests in progress, with one request highlighted for Francis Freeman. The FDA Recalls section shows two categories: FDA Class 1 Recalls (294) and FDA Class 2 Recalls (5489).

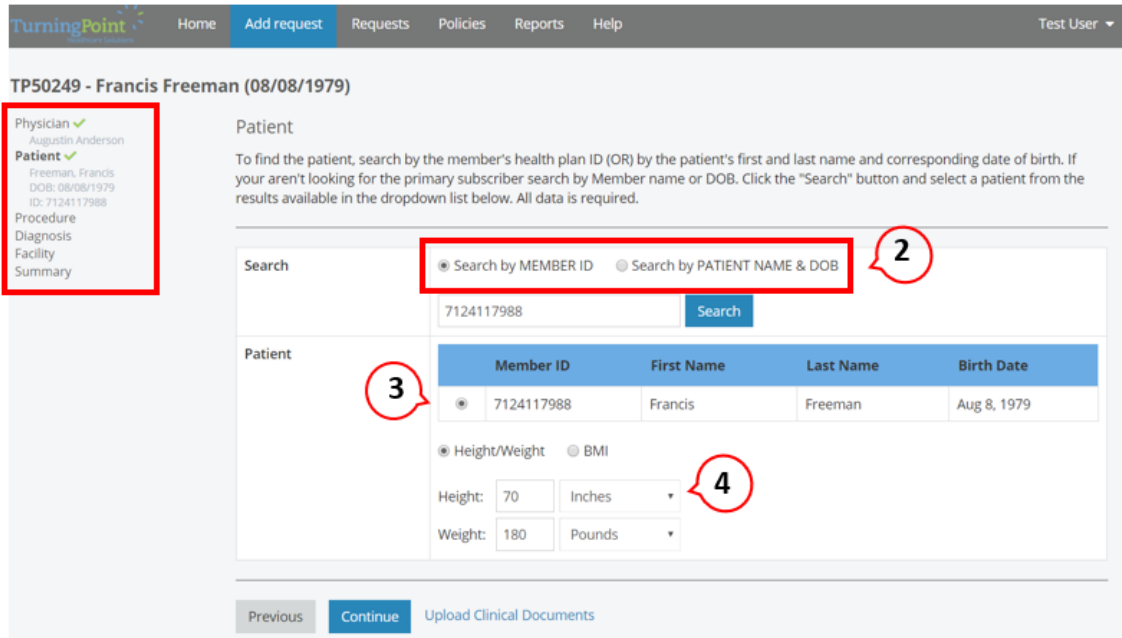
1. **Menu Navigation Bar** – To help you navigate to the different functional pages within the provider portal.
2. **Your Login information** – Allows you to change your password and manage your user profile information by clicking on the down arrow for the account menu.
3. **Announcements** – Important information regarding upcoming engagement opportunities, system maintenance, and health plan provider updates for your group.
4. **Request Summary** – Shows a snapshot of all requests related to your group. These tiles are also shortcuts to the Requests functional page and will automatically set a view filter to show only those requests counted within that tile.
5. **Action Required** – Shows all items requiring action specific to your group and can include: incomplete drafts, FDA recalls affecting one of your patients, additional information requested, and even post-procedure supporting documentation such as implant logs and post-op reports.
6. **FDA Recalls** – Allows you to select and view FDA Class 1 Recalls and FDA Class 2 Recalls.

STEP 3 - HOW TO ADD PHYSICIAN INFORMATION



1. **Add Request Wizard** – Shows all the steps in the Add Request Intake Process and highlights the step that's currently active.
2. **Data Entry Form** – All fields requiring information will appear in this area as drop-down menus, value fields and selection buttons.
3. **Continue** – Navigation button that allows you to move forward within the Add Request Data Entry Form.
4. **Add Physician/Practice/Location** – Allows you to enter the specialty and provider information. This information will be validated by our Clinical Operations team prior to the request being finalized.

STEP 4 - HOW TO ADD PATIENT INFORMATION



TurningPoint Home Add request Requests Policies Reports Help Test User ▼

TP50249 - Francis Freeman (08/08/1979)

1 Physician ✓ Augustin Anderson
Patient ✓ Freeman, Francis
DOB: 08/08/1979
ID: 7124117988
Procedure
Diagnosis
Facility
Summary

Patient

To find the patient, search by the member's health plan ID (OR) by the patient's first and last name and corresponding date of birth. If you aren't looking for the primary subscriber search by Member name or DOB. Click the "Search" button and select a patient from the results available in the dropdown list below. All data is required.

Search

☒ Search by MEMBER ID ☐ Search by PATIENT NAME & DOB **2**

7124117988 Search

Patient **3**

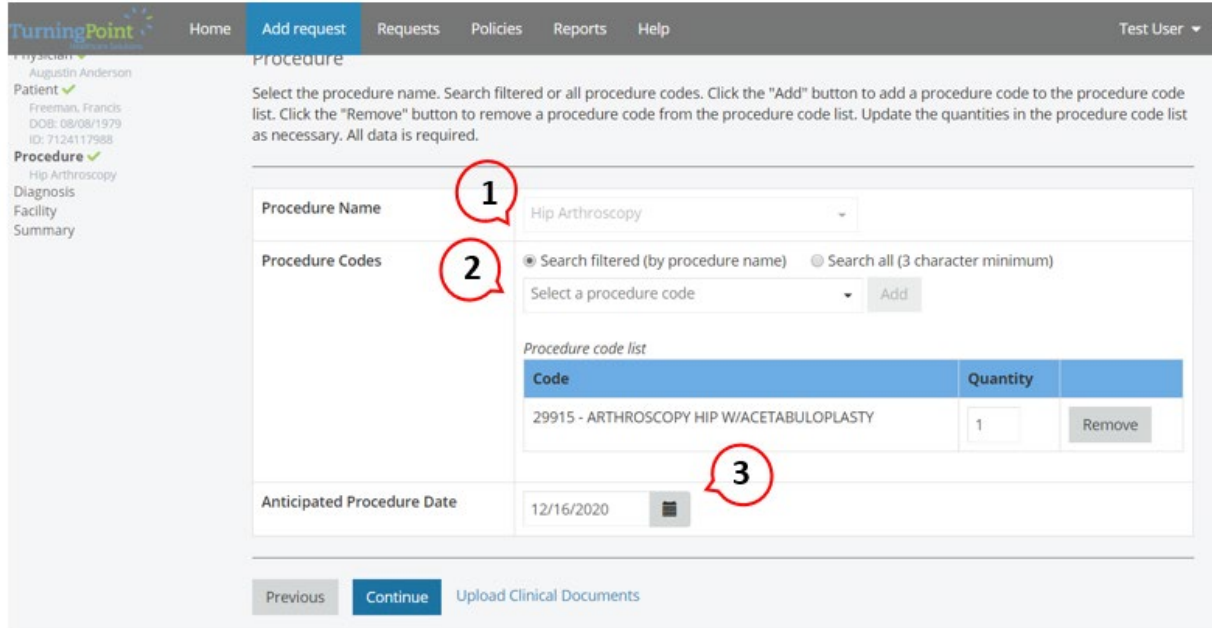
	Member ID	First Name	Last Name	Birth Date
<input checked="" type="radio"/>	7124117988	Francis	Freeman	Aug 8, 1979

☒ Height/Weight ☐ BMI **4**

Height: 70 Inches
Weight: 180 Pounds

Previous Continue Upload Clinical Documents

- Add Request Wizard** – Will continue to update as you work through the request.
- Patient Look-up** – Allows you to search by Member ID OR Patient Name and Date of Birth (DOB).
- Patient Selection** – Shows the search results from the information entered in #2.
- Patient Information** – Height/Weight can be entered using inches/pounds OR cm/kg. You can also select and enter the BMI.

STEP 5 - HOW TO ADD PROCEDURE INFORMATION


TurningPoint Home Add request Requests Policies Reports Help Test User ▼

Physician ✓
Augustin Anderson

Patient ✓
Freeman, Francis
DOB: 08/08/1979
ID: 7124117988

Procedure ✓
Hip Arthroscopy

Diagnosis
Facility
Summary

Procedure

Select the procedure name. Search filtered or all procedure codes. Click the "Add" button to add a procedure code to the procedure code list. Click the "Remove" button to remove a procedure code from the procedure code list. Update the quantities in the procedure code list as necessary. All data is required.

Procedure Name 1 Hip Arthroscopy

Procedure Codes 2

☒ Search filtered (by procedure name) ☐ Search all (3 character minimum)

Select a procedure code Add

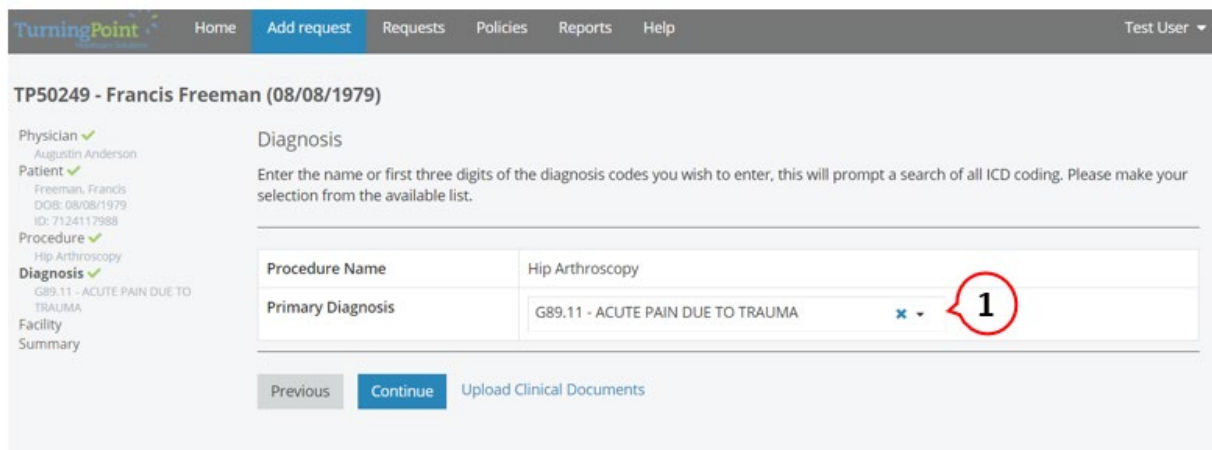
Procedure code list

Code	Quantity	
29915 - ARTHROSCOPY HIP W/ACETABULOPLASTY	1	Remove

Anticipated Procedure Date 3 12/16/2020

Previous Continue Upload Clinical Documents

1. **Procedure Name** – Allows you to find your procedure using a “plain language” name (i.e. Hip Arthroscopy)
2. **Procedure Codes** – Allows you to filter the ICD-10 or CPT Codes related to the procedure selected
3. **Anticipated Procedure Date** – Allows you to enter the anticipated date of service

STEP 6 - HOW TO ADD DIAGNOSIS INFORMATION


TurningPoint Home Add request Requests Policies Reports Help Test User ▼

TP50249 - Francis Freeman (08/08/1979)

Physician ✓
Augustin Anderson

Patient ✓
Freeman, Francis
DOB: 08/08/1979
ID: 7124117988

Procedure ✓
Hip Arthroscopy

Diagnosis ✓
G89.11 - ACUTE PAIN DUE TO TRAUMA

Facility
Summary

Diagnosis

Enter the name or first three digits of the diagnosis codes you wish to enter, this will prompt a search of all ICD coding. Please make your selection from the available list.

Procedure Name Hip Arthroscopy

Primary Diagnosis 1 G89.11 - ACUTE PAIN DUE TO TRAUMA

Previous Continue Upload Clinical Documents

1. **Diagnosis** – The filter menu allows you to search for a diagnosis code by description or by code.

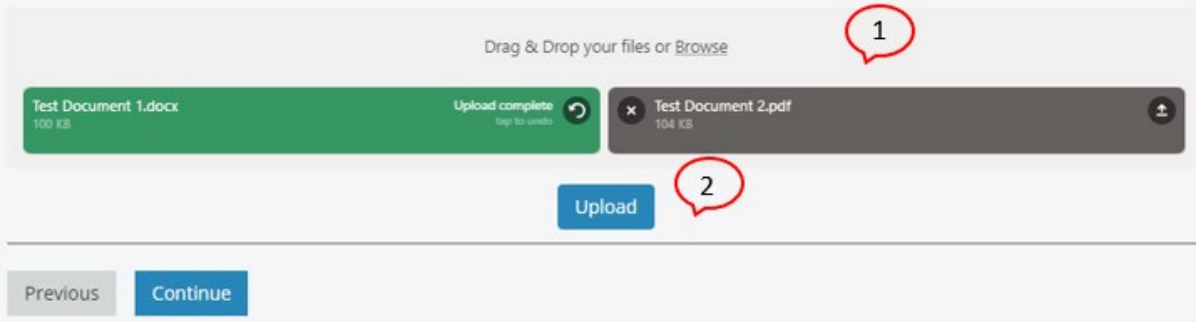
STEP 7 - HOW TO ADD CLINICAL INFORMATION

Clinical Documents

To complete your authorization request please include the following clinical documentation:

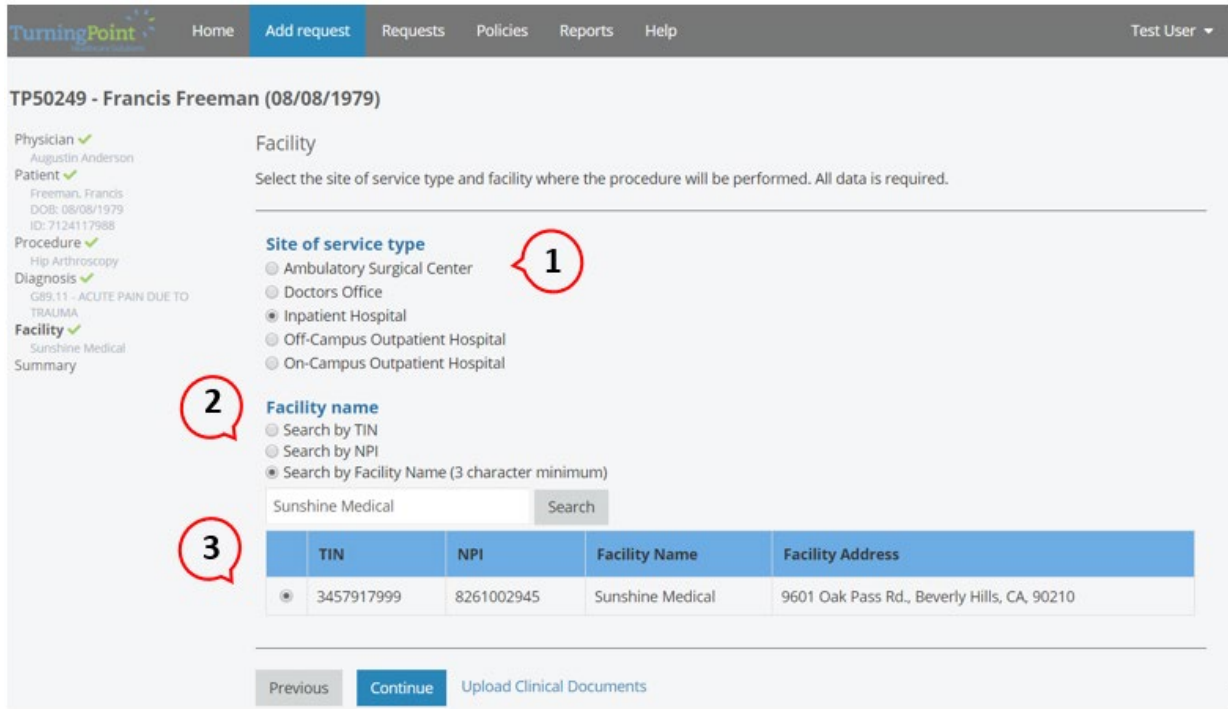
- **Office visit notes:** history of present illness, physical exam, past medical history, surgical or procedure history, and a procedure plan from the performing physician
- **Imaging and test results:** all official reports of advanced imaging, laboratory or test results, and any prior procedure/surgery notes
- **Conservative treatments:** all alternative treatments the patient has attempted

- ❶ PDF and Microsoft word documents are allowed (.pdf, .doc, and .docx file types)
- ❶ Document sizes are limited to 50MB



1. **Drag & Drop or Browse Files** – Allows you to drag and drop or select documents from your computer to the case
2. **Upload** – Allows you to upload the files with the option of undoing this action

STEP 8 - HOW TO SELECT THE FACILITY



TP50249 - Francis Freeman (08/08/1979)

Physician ✓
Augustin Anderson

Patient ✓
Freeman, Francis
DOB: 08/08/1979
ID: 7124117988

Procedure ✓
Hip Arthroscopy

Diagnosis ✓
G89.11 - ACUTE PAIN DUE TO TRAUMA

Facility ✓
Sunshine Medical

Summary

Facility

Select the site of service type and facility where the procedure will be performed. All data is required.

Site of service type

- ☐ Ambulatory Surgical Center
- ☐ Doctors Office
- ☒ Inpatient Hospital
- ☐ Off-Campus Outpatient Hospital
- ☐ On-Campus Outpatient Hospital

Facility name

- ☐ Search by TIN
- ☐ Search by NPI
- ☒ Search by Facility Name (3 character minimum)

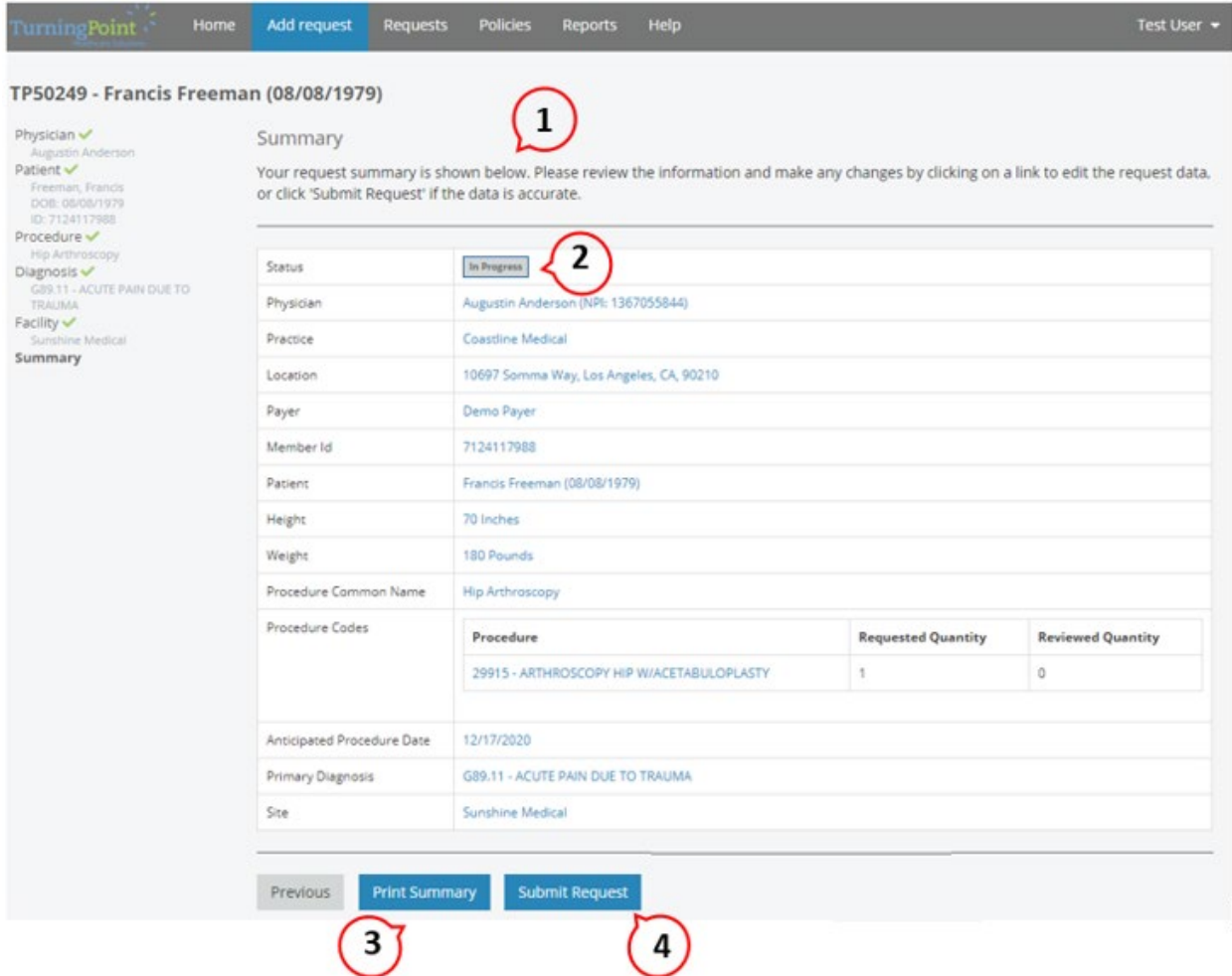
Sunshine Medical

	TIN	NPI	Facility Name	Facility Address
<input checked="" type="radio"/>	3457917999	8261002945	Sunshine Medical	9601 Oak Pass Rd., Beverly Hills, CA, 90210

[Upload Clinical Documents](#)

- 1. Site of Service Type** – Allows you to select the site of service
- 2. Facility Name**– Allows you to filter/search based on the facility TIN, NPI or name
- 3. Facility Search** –Shows a resulting list of facilities that may be used based on information provided in Step 2

STEP 9 - HOW TO VIEW THE SUMMARY OF THE REQUEST ENTERED



TP50249 - Francis Freeman (08/08/1979)

Physician ✓
Augustin Anderson

Patient ✓
Freeman, Francis
DOB: 08/08/1979
ID: 7124117988

Procedure ✓
Hip Arthroscopy

Diagnosis ✓
G89.11 - ACUTE PAIN DUE TO TRAUMA

Facility ✓
Sunshine Medical

Summary

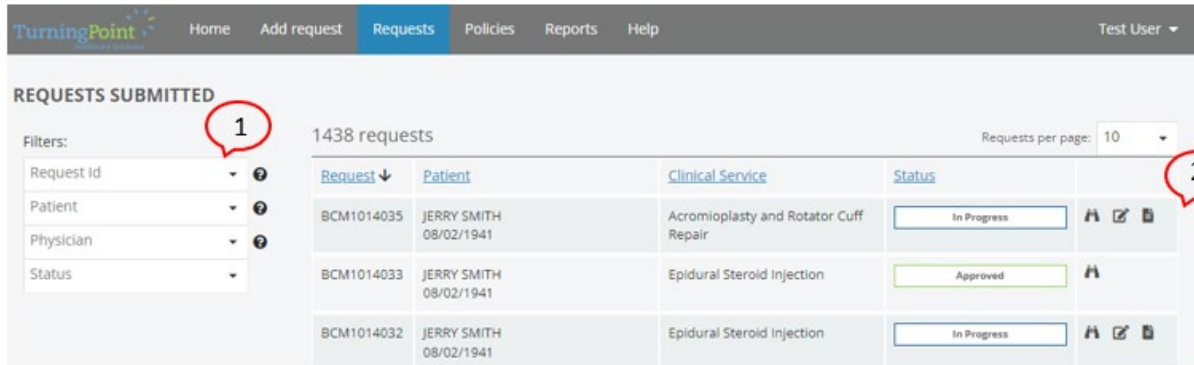
Your request summary is shown below. Please review the information and make any changes by clicking on a link to edit the request data, or click 'Submit Request' if the data is accurate.

Status	In Progress								
Physician	Augustin Anderson (NPI: 1367055844)								
Practice	Coastline Medical								
Location	10697 Somma Way, Los Angeles, CA, 90210								
Payer	Demo Payer								
Member Id	7124117988								
Patient	Francis Freeman (08/08/1979)								
Height	70 Inches								
Weight	180 Pounds								
Procedure Common Name	Hip Arthroscopy								
Procedure Codes	<table border="1"> <thead> <tr> <th>Procedure</th> <th>Requested Quantity</th> <th>Reviewed Quantity</th> </tr> </thead> <tbody> <tr> <td>29915 - ARTHROSCOPY HIP W/ACETABULOPLASTY</td> <td>1</td> <td>0</td> </tr> </tbody> </table>	Procedure	Requested Quantity	Reviewed Quantity	29915 - ARTHROSCOPY HIP W/ACETABULOPLASTY	1	0		
Procedure	Requested Quantity	Reviewed Quantity							
29915 - ARTHROSCOPY HIP W/ACETABULOPLASTY	1	0							
Anticipated Procedure Date	12/17/2020								
Primary Diagnosis	G89.11 - ACUTE PAIN DUE TO TRAUMA								
Site	Sunshine Medical								

Previous **Print Summary** **Submit Request**

- 1. Summary of the Request**– Allows you to review or go back to a particular section
- 2. Projected Outcome Status**– Displays outcome as authorized or pending review
- 3. Print**– This added benefit allows you to print for your records
- 4. Submit Request** – Submits request directly to TurningPoint

ADDITIONAL PORTAL SHORTCUTS AND HELPFUL TIPS



1. **Request Filters** – The Requests page allows you to view all the requests associated with your group (or specific provider location if selected). However, you have the ability to filter the requests by various criteria such as Request ID, Patient, Physician, and Status. You can add more than one filter to narrow your search results.
2. **Request Results** – The resulting Requests are listed, by default, in chronological order by Request ID and you have the ability to click on any request to see the full detail of the information submitted.
 - a. Each column heading can be used to re-sort the resulting list
 - b. The Statuses are also visible

HELP TAB: CONTACT CUSTOMER SERVICE
i Help

Find helpful articles and guidance to using our services

HELPFUL INFORMATION

Name	Email	Phone
Portal Support	portalsupport@turningpoint-healthcare.com	313-908-6041
Compliance	compliance@turningpoint-healthcare.com	855-391-5832
TurningPoint Provider Relations Support Team	BCBSMProviderRelations@tpshealth.com	313-908-6041
TurningPoint Technical Support Team	BCBSMTechSupport@tpshealth.com	313-908-6041
Utilization Management Spine and Orthopaedic Fax		313-879-5509
Utilization Management Pain Fax		313-483-7323
Utilization Management Local Phone		313-908-6040
Utilization Management Toll-Free Phone		1-833-217-9670

MSK Program Overview

- BCN page: <http://ereferrals.bcbsm.com/bcn/bcn-msk.shtml>
- Blue Cross page: <http://ereferrals.bcbsm.com/bcbsm/bcbsm-msk.shtml>

Musculoskeletal procedure codes that require authorization by TurningPoint

- Link: <http://ereferrals.bcbsm.com/docs/common/common-turningpoint-code-list.pdf>

Provider FAQ

- <http://ereferrals.bcbsm.com/docs/common/common-msk-faq.pdf>

The Help Menu provides key contact information to help support you and resolve issues that arise. Helpful articles and information may also appear on this page to support your practice. Directions for oral and written translations are also found under the Help Menu.

Authorization Request Forms

Click a link to open an authorization request form:

- [Joint and spine procedures](#)
- [Pain management: Epidural steroid injections](#)
- [Pain management: Facet joint injections](#)
- [Pain management: Neuroablation procedures](#)
- [Pain management: Sacroiliac joint injections](#)

Quick Reference Sheet

HOURS OF AVAILABILITY: MONDAY – FRIDAY* | 8:00 AM (EASTERN) TO 8:00 PM (EASTERN)

**Calendar Holidays established on a yearly basis between TurningPoint and Blue Cross Blue Shield of Michigan with on-call Provider Support provided on Non-Business Days (Weekends & Holidays) as determined necessary by Blue Cross Blue Shield of Michigan.*

PROVIDER RELATIONS SUPPORT:

PH: (313) 908-6041 | BCBSMProviderRelations@tpshealth.com

Bethany Foxman

Manager, Provider Relations

Ph: 407-233-3429

bfoxman@tpshealth.com

Stacy Wolf

Sr. VP of Operations

Ph: 407-233-3483

swolf@tpshealth.com

Kayla Harris

Manager, Provider Technology

Ph: 407-537-9786

kharris@tpshealth.com

UTILIZATION MANAGEMENT & PRECERTIFICATION:

Web Portal Intake — required for commercial members*: Blue Cross and BCN's provider portal ([availity.com](http://www.availity.com)) or <http://www.myturningpoint-healthcare.com>

Telephonic Intake: (313) 908-6040 | (833) 217-9670

Facsimile Intake for Joint and Spine procedures: (313) 879-5509

Facsimile Intake for Pain Management Procedures: (313) 483-7323

TECHNICAL SUPPORT:

PH: 313-908-6041 | PORTALSUPPORT@TPSHEALTH.COM

RECOMMENDED WEB BROWSERS:

- 1) Google Chrome
- 2) Microsoft Edge
- 3) Mozilla Firefox

SCREEN RESOLUTION:

Recommended: 1280x1024

Minimum: 1024x768

ADDITIONAL BROWSER SETTINGS/PLUGINS NEEDED:

- ✓ Adobe PDF Reader
- ✓ JavaScript Enable

*For commercial members, [Michigan's prior authorization law](#) requires health care providers to submit prior authorization requests electronically. Alternate submission methods (fax or phone) are allowed in the case of temporary technological problems, such as power or internet outages. For more information, see [Blue Cross and BCN's Musculoskeletal procedure authorization FAQ](#).