

TurningPoint Advance Practice Practitioner (APP) Peer-to-Peer Process:

Quick Reference Guide

This document is a Quick Reference Guide to TurningPoint's Advance Practice Practitioner (APP) Peer-to-Peer processes and requirements. To request an APP Peer-to-Peer review, contact the TurningPoint Peer-to-Peer Department at 1-800-581-3920.

APP Peer-to-Peer Overview

The APP Peer-to-Peer review process exists to lower provider burden by allowing provider office APPs to perform Peer-to-Peer calls related to routine denials specific to coding, medical policy, and documentation requirements. TurningPoint is introducing an APP Peer-to-Peer process in partnership with Blue Cross Blue Shield of Michigan leadership. In a previous pilot, APPs from TurningPoint were able to support participating provider offices on 97% of cases without requiring an escalation to the requesting MD. The results show that, when applicable, an APP Peer-to-Peer is a valuable timesaver for providers and provider offices. To that end, we are excited to make the APP Peer-to-Peer process available for all participating Orthopedic, Pain, and Spine surgical practices in the Blue Cross Blue Shield of Michigan Network should they choose.

It is important to note that a provider office will have continued access to conduct a specialty-matched, MD-to-MD Peer-to-Peer and that all APP Peer-to-Peer discussions will occur between a TurningPoint Nurse Practitioner or Physician Assistant and a Provider office Nurse Practitioner or Physician Assistant. TurningPoint will never staff a Peer-to-Peer conversation with a TurningPoint APP and a provider office MD. The goal of this process is to preserve the requesting provider's time and resources for use on complex case discussions requiring specialty-matched Peer-to-Peer discussions.

Eligible Cases

Cases eligible for APP Peer-to-Peer are limited to procedures of the Knee, Ankle, Shoulder, Hip, Elbow, Wrist, Spine, or Pain procedures with denial criteria specific to coding, medical policy questions, and documentation requirements. If you have any questions about which cases are eligible for an APP Peer-to-Peer, please do not hesitate to contact the TurningPoint Provider Relations team at providersupport@turningpoint-healthcare.com

Scheduling an APP Peer-to-Peer

When requesting an APP Peer-to-Peer, the TurningPoint Peer-to-Peer coordination team will request three separate available dates and at minimum, a two-hour increment of time, that the requesting APP will be available to meet with the TurningPoint Nurse Practitioner or Physician Assistant. The APP Peer-to-Peer call will be coordinated when a TurningPoint Peer-to-Peer coordinator contacts the requesting provider's office to confirm the exact date and time of the call. On the date, and at the scheduled time of the APP Peer-to-Peer call, the TurningPoint coordinator will contact the Advance Practice Practitioner at the requesting provider's office and connect them with the TurningPoint Advance Practice Practitioner.



1000 Primera Blvd., Suite 3160
Lake Mary, FL. 32746
(855) 253-1100
www.turningpoint-healthcare.com