

TurningPoint Peer to Peer Quick Reference Guide

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

Peer to Peer Overview

The Peer to Peer review process is offered by TurningPoint to practices requesting to discuss the outcome of an authorization request. It provides an opportunity for participating physicians to have a case specific discussion with one of TurningPoint's specialty-matched board-certified physicians. During the Peer to Peer call, the physicians discuss clinical details, coding requested, decision rationale, and medical necessity for the procedure alongside the corresponding policy or policies that were applied during the initial review.

TurningPoint may need additional clinical information or an addendum to fully or partially overturn a denial, or a denial may be upheld if the TurningPoint physician determines medical necessity has not been met.

A TurningPoint Peer to Peer coordinator stays on the line to facilitate the call, take notes, and document the outcome of the Peer to Peer call.

Pre-Denial Peer to Peer

TurningPoint follows all CMS guidelines - once a decision is rendered for Medicare Advantage members, the outcome cannot be changed through the Peer to Peer process and the requesting provider needs to follow-up with the health plan for next steps. However, TurningPoint can offer a pre-denial Peer to Peer for members whose insurance plan would not allow a case decision to be overturned following a denial.

Who can Request a Peer to Peer

TurningPoint conducts Physician to Physician or Advanced Practitioner Provider (APP) Peer to Peer calls. If the rendering physician is unavailable for a call, TurningPoint will accept a Peer to Peer call with a different physician in the same practice. This requesting physician must have knowledge of the patient, their condition, and circumstances surrounding their treatment, and be of the same specialty as the rendering physician. An advanced practice provider such as a physician assistant or nurse practitioner may schedule a call to speak to a TurningPoint advanced practice provider to discuss adverse determinations associated with policy criteria that are not directly related to the technical aspects of the surgical procedure. The APP to APP discussion cannot overturn a denial if it is related to the technical aspects of the planned procedure but will allow the APP to provide detailed clinical rationale and documentation as well as to understand exactly what additional information (e.g., missing clinical documentation, non-operative care requirements, site of service changes, etc.) is needed for reconsideration and/ or appeal for adverse determinations. Additional information provided will be taken into consideration and, when necessary, will be shared with the TurningPoint physician. The APP to APP Peer to Peer process can overturn a denial by clarifying additional information that was needed for determination. Importantly, the requesting physician will always maintain the ability to discuss the adverse determination with a similar specialty physician if they prefer.

Scheduling a Peer to Peer

When requesting a Physician to Physician or APP Peer to Peer, the TurningPoint Peer to Peer coordination team will request 3 separate dates with at least a two-hour increment of time that the requesting Physician or APP will be available; this availability is then matched to a TurningPoint Medical Director of the same specialty. Once the Peer to Peer call is scheduled, a Peer to Peer coordinator will contact the provider's office to confirm the exact date and time that the call will take place. On the date and time of the scheduled Peer to Peer call, the coordinator will contact the requesting provider and connect them with the TurningPoint Medical Director.



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