Created for:

Blue Cross Blue Shield Blue Care Network of Michigan

Nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association

TurningPoint Healthcare Solutions

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 new 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’ PPO, Medicare Plus BlueSM PPO, BCN HMOSM and BCN AdvantageSM members. This Provider Training Manual will provide you with an overview of the Program implementation and operational processes.

Phase 1 of the Program is effective 07/01/2020, meaning surgeries with a date of service of 07/01/2020 and beyond will be reviewed by TurningPoint.

Phase two of the Program will be effective 01/01/2021, meaning surgeries with a date of service of 01/01/2021 and beyond will be reviewed by TurningPoint. This expansion will include orthopedic and spinal procedures for Blue Cross’ PPO members, spinal procedures for Medicare Plus Blue members and pain management procedures for all lines of business.

Note: TurningPoint will manage authorizations for musculoskeletal procedures for all Blue Cross’ PPO fully insured groups and for select Blue Cross’ PPO administrative service contract 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
Key Contact Information:

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Manager, Provider Relations
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bfoxman@tpshealth.com

Stacy Wolf
Sr. VP of Operations
Ph: 805-896-7648
swolf@tpshealth.com

Kayla Harris
Provider Relations Representative
Ph: 407-537-9786
kharris@tpshealth.com

Utilization Management & Precertification:

Web Intake: Provider Secured Services or http://www.myturningpoint-healthcare.com
Telephonic Intake: (313) 908-6040 | (833) 217-9670
Facsimile Intake: (313) 879-5509

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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’ PPO, Medicare Plus Blue, BCN HMO 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:

Process Overview

 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
✓ 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
✓ 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
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) The Initial Program Introduction includes a high-level review of the Program components, highlights the benefits and tools available to you and your practice, the authorization process and system features, and includes a discussion forum where you and your staff can ask clarifying questions and offer feedback regarding future enhancements TurningPoint and Blue Cross Blue Shield of Michigan may want to consider to improve the Program after its initial launch.

2) 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.
3) **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. TurningPoint’s team will provide support prior to **01/01/2021**, which includes the staging of authorization requests in the web portal for submission, telephonic and “on the ground” field representatives available for immediate on-site troubleshooting and additional training as needed. After the Program launch, 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.

4) **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.

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

<table>
<thead>
<tr>
<th>TurningPoint Provider Relations Team</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td><strong>Team Member</strong></td>
<td></td>
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<tr>
<td><strong>Stacy Wolf</strong></td>
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<td><strong>Kayla Harris</strong></td>
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<td>Email: <a href="mailto:kharris@tpshealth.com">kharris@tpshealth.com</a></td>
</tr>
<tr>
<td>Team Role: Provider Relations</td>
<td>Office: 407.537.9786</td>
</tr>
</tbody>
</table>

**Provider Relations Support:** BCBSMProviderRelations@tpshealth.com
Portal Registration

HOW TO REGISTER FOR THE PORTAL

Note: If you have access to Blue Cross and BCN’s Provider Secured Services, 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
3. Click on “Provider Portal Registration Template” 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.
4. Upon completion of the Provider Portal Registration Template, please email the TurningPoint Support Team at portalsupport@turningpoint-healthcare.com. Please include in your email the completed Provider Portal Registration Template and allow 24 – 48 hours for the registration process to be completed.

5. The TurningPoint Support Team will email you the username and temporary password for portal access.
STEP 1- HOW TO LOG IN

Log in through Provider Secured Services
If you have access to Blue Cross and BCN’s Provider Secured Services, you can access the TurningPoint Provider Portal through the Provider Secured Services home page. To do this:

1. Go to bcbsm.com/providers.
2. Log in to Provider Secured Services.
3. Click the Musculoskeletal service authorization through TurningPoint link.
4. Enter your NPI.

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 (portalsupport@turningpoint-healthcare.com)

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

1. **Menu Navigation Bar** – To help you navigate to the different functional pages within the provider portal
2. **Search field** – A quick search feature to help you find a previously entered request using the treatment request reference id, the patient’s information, the physician information, or even the procedure itself.
3. **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
4. **Add Request** – A shortcut to the Request Page that immediately pulls up a new Add Request form.
5. **Practice Location Drop-Down List** – If your practice has multiple offices, they will be listed here and can be used to filter your Home Page view to just a specific location.
6. **Alerts** – Important information regarding upcoming engagement opportunities, system maintenance and Blue Cross Blue Shield of Michigan provider updates for your group.
7. **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.

8. **Request Summary** – Shows a snapshot of all your requests related to your group (or specific location, if filtered on #5). 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.

**STEP 3- HOW TO ADD PHYSICIAN INFORMATION**

1. **Add Request Wizard** – Showing you all the steps in the Add Request Intake Process and highlighting which step you are currently on.

2. **Data Entry Form** – All fields requiring information will appear in this area as drop-down menus, value fields and selection buttons.

3. **Save as Draft** – To enable a user to save a draft of the request to be completed at a later time.

4. **Previous/Next** – Navigation buttons that allow you to move forward and backward within the Add Request Data Entry Form.

5. **Add Physician/Practice/Location** – Allows the user to enter provider information, if not available within the drop-down menu. This information will be validated by our Provider Relations team prior to the request being finalized.
**STEP 4 - HOW TO ADD PATIENT INFORMATION**

1. **Add Request Wizard** – Will continue to update as you work through the request.
2. **Patient Look-up** – Allows you to search by Member ID OR Patient Name and Date of Birth (DOB).
3. **Add Patient** – If a patient is not found, it allows you to enter the patient’s information for eligibility validation upon submission of the request to TurningPoint.
4. **Patient Selection** – Shows the search results from the information entered in #2.
5. **Patient Information** – Height/Weight can be entered using inches/pounds OR cm/kg.
6. **Procedure Selection** – Allows you to find your procedure using a “plain language” name (i.e. Total Knee Replacement)
   a. Next, it will filter the ICD-9, ICD-10, or CPT Codes related to that procedure for selection.
   b. Finally, it will ask you to identify the facility setting where the procedure will be performed.
STEP 5- HOW TO ADD PROCEDURE INFORMATION

1. **Diagnosis**—The filter menu allows you to select a diagnosis code based on previous procedure type selected.

STEP 6- HOW TO ADD DIAGNOSIS INFORMATION

1. **Diagnosis**—The filter menu allows you to select a diagnosis code based on previous procedure type selected.
STEP 7- HOW TO ADD CLINICAL INFORMATION

1. **Patient Age & Body Mass Index (BMI)** – The system will automatically calculate the patient’s age and BMI using:
   a. The birthdate of the patient from the eligibility information provided by Blue Cross Blue Shield of Michigan
   b. Height/weight information provided by you in the request

2. **Clinical Information** – Based on the procedure and diagnosis selected, the system will generate a set of clinical criteria that represents the minimum recommended clinical information to be collected on the patient for the procedure requested.
   a. In some cases, the information will be required, based on Blue Cross Blue Shield of Michigan clinical policies and guidelines
   b. The system will prompt you if information is missing before allowing you to continue on to the next step.
STEP 8 - HOW TO SELECT MANUFACTURER & PRODUCT TYPE

Add Request

Easily create a new request

1. **Selected Device** – The status bar shows which device is currently selected
2. **Device Search** – Allows the user to filter/search based on the manufacturer, product line, or implant material/type
3. **Product/Device Selection** – Shows a resulting list of products/devices that may be used in the procedure identified within the request. These results are currently sorted by “Preferred,” however each column heading can be used to re-sort the resulting list.
STEP 9 - HOW TO SELECT THE FACILITY

1. **Selected Facility** – The status bar shows which facility is currently selected
2. **Device Search** – Allows the user to filter/search based on the facility name or facility type
3. **Facility Selection** – Shows a resulting list of facilities that may be used in the procedure identified within the request. These results are currently sorted by “Preferred”, however each column heading can be used to re-sort the resulting list.
PROVIDER TRAINING MANUAL

STEP 10 - HOW TO ATTEST TO SURGICAL PROTOCOL CONSIDERATIONS

1. Attestation Page
   a. **Recommended Approach** – The recommended approach is based off patient-specific criteria, as well as evidence-based guidelines which suggest that one approach may be more clinically appropriate over another.
   b. **Surgical Considerations** – Physician attest to performing certain pre-, intra- and post-operative best practices for infection reduction and recovery protocols appropriate for that procedure.
   c. **Length of Stay** – Recommendations for the appropriate length of stay will be displayed at the top of this page
**STEP 11- HOW TO VIEW THE SUMMARY OF THE REQUEST ENTERED**

1. **Summary of the Request**– Allows the user to review or go back to a particular section by selecting the link

2. **Projected Outcome Status**– Displays outcome as authorized or pending review

3. **Print**– This added benefit allows the user to print for your records
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 Patient, Physician, Diagnosis, etc. and more than one filter can be added to narrow your search results.

2. **Request Results** – The resulting Requests are listed, by default, in chronological order by Treatment 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 Approval Status and Post-Op Status are also visible

3. **Search field** – A quick search feature to help you find a previously entered request using the treatment request reference id, the patient’s information, the physician information or even the procedure itself.

4. **Action Sub-Menu** – Allows you to perform several actions for each request:
   a. View Request
   b. Edit Request (if allowed); this function is dependent on the Approval Status of the request
   c. Submit additional documentation (if requested by TurningPoint’s UM team)
The Reporting functions enable your Physician group to pull real-time operational reporting on request volume, current statuses, procedure types, patient, individual physicians and facilities. The Provider Relations team can help train your managers and staff to utilize our reporting module as well as collect feedback on additional reporting functionality that could assist your group.

**Help Tab: Contact Customer Service**

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](mailto:BCBSMProviderRelations@tpshealth.com)

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Stacy Wolf  
Sr. VP of Operations  
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swolf@tpshealth.com

Kayla Harris  
Provider Relations Representative  
Ph: 407-537-9786  
kharris@tpshealth.com

**UTILIZATION MANAGEMENT & PRECERTIFICATION:**  
Web Portal Intake: Provider Secured Services or [http://www.myturningpoint-healthcare.com](http://www.myturningpoint-healthcare.com)  
Telephonic Intake: (313) 908-6040 | (833) 217-9670  
Facsimile Intake: (313) 879-5509

**TECHNICAL SUPPORT:**  
**PH:** 855-275-4500 | [PORTALSUPPORT@TURNINGPOINT-HEALTHCARE.COM](mailto:PORTALSUPPORT@TURNINGPOINT-HEALTHCARE.COM)

**Recommended Web Browser Versions:**
1) Google Chrome v37.0+
2) Microsoft Internet Explorer v10.0+
3) Apple Safari v7.0+
4) Mozilla Firefox v28.0+

**Required Minimum Web Browser Versions:**
1) Google Chrome v30.0
2) Microsoft Internet Explorer v9.0
3) Apple Safari v5.1
4) Mozilla Firefox v25.0

**Recommended Screen Resolution to support:**
✓ 1280x1024

**Required Minimum Screen Resolution:**
✓ 1024x768

**Additional Browser Settings/Plugins Needed:**
✓ Adobe PDF Reader
✓ JavaScript Enable