TurningPoint
Healthcare Solutions

Provider Training Manual

Created for:

home state health

Dear Provider,

TurningPoint Healthcare Solutions, LLC ("TurningPoint") on behalf of Home State Health Plan is pleased to introduce you to our new Surgical Quality and Safety Management Program ("Program"). The Program is designed to create patient safety through the practice of high quality and cost-effective care for Home State Health Plan members. This Provider Training Manual will provide you with an overview of the Program implementation and operational processes. As of 12/9/2019, you will be eligible to participate in the Program. TurningPoint looks forward to working with you on this important initiative to improve the quality and safety of surgical procedures for our 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 which will be shared with Home State Health Plan 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.
- ✓ **Provider Performance 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 Home State Health Plan when a member has received or needs a revision surgery due to a Class I or II FDA device recall.

Should you have any questions, the TurningPoint staff is available Monday through Friday, 8:00am to 5pm EST at 573-723-6027.

Regards,
Eric Pezzi
CEO

Key Contact Information:

Robynn Schena
Provider Relations Representative
Ph: 407-278-2065
rschena@tpsheath.com

Stacy Wolf
VP, Operations and Provider Relations
Ph: 805-896-7648
swolf@tpshealth.com

Steve Morgan
Director, Provider Relations & Contracting
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smorgan@tpshealth.com

UTILIZATION MANAGEMENT & PRECERTIFICATION:

Web Portal Intake: http://www.myturningpoint-healthcare.com
Home State Health: (855) 694-4663
Ambetter for Home State Health: (855) 650-3789 TTY/TDD: (877) 250-6113
Allwell for Home State Health: (855) 766-1452 | D-SNP: (833) 298-3361 | TTY: 711
Facsimile Intake: (573) 469-4352

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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 Home State Health Plan 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, specialized peer to peer engagement, FDA device and recall tracking, and advanced reporting and analytics to promote the overall health management of each patient.

DOCUMENT OVERVIEW

The intent of the Provider Training Manual is to provide an overview of the scope, features, and operational processes of the Home State Health Plan 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.

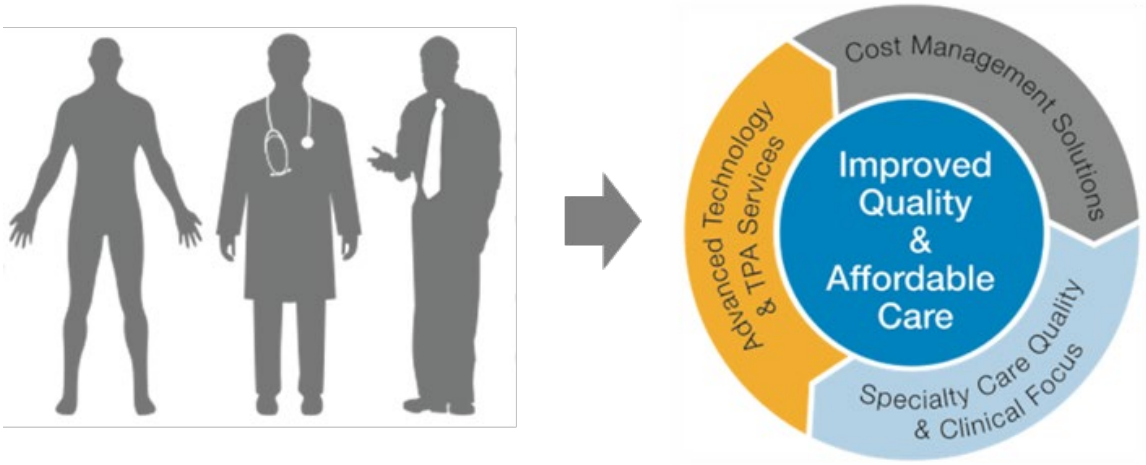
This program will utilize clinical guidelines that are based upon nationally recognized, evidence-based criteria for determining medical necessity in musculoskeletal surgical procedures. You can initiate a peer-to-peer conversation with a TurningPoint Medical Reviewer at any time during the review process by contacting TurningPoint's Utilization Management Department at 573-723-6027.

This guide contains information essential to TurningPoint's authorization process, list of procedures covered under the programs scope of services, as well as details regarding our evidence based CarePaths.

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 utilizes two primary tools outlined in the approach below:

1. Treatment and "CarePath" Optimization - supporting you in selecting treatment plans that are evidence based, demonstrate high quality, and optimize costs;
2. Compliance Monitoring - detailed tracking and management of provider/practice performance and patient healthcare outcomes.



Through the Surgical Quality and Safety Management program, Home State Health Plan 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. Home State Health Plan 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
- ✓ 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

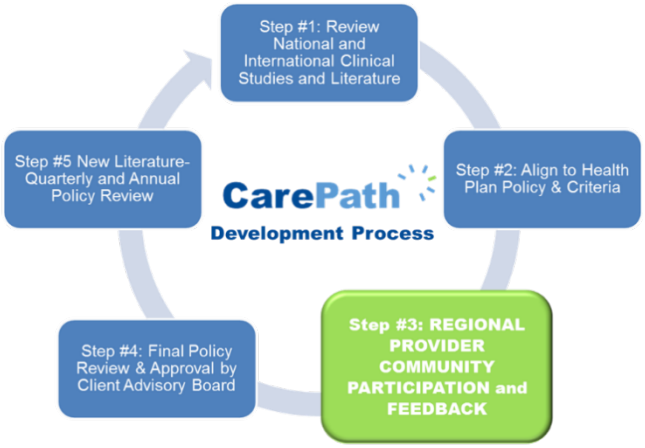
Spinal Surgical Procedures

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

EVIDENCE BASED CAREPATHS

TurningPoint has collaborated with Home State Health Plan to develop our CarePath guidelines. A key component of the development process is the engagement of Physician's 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 CarePath's through interactive round table discussions with both TurningPoint's and Home State Health Plan 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 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

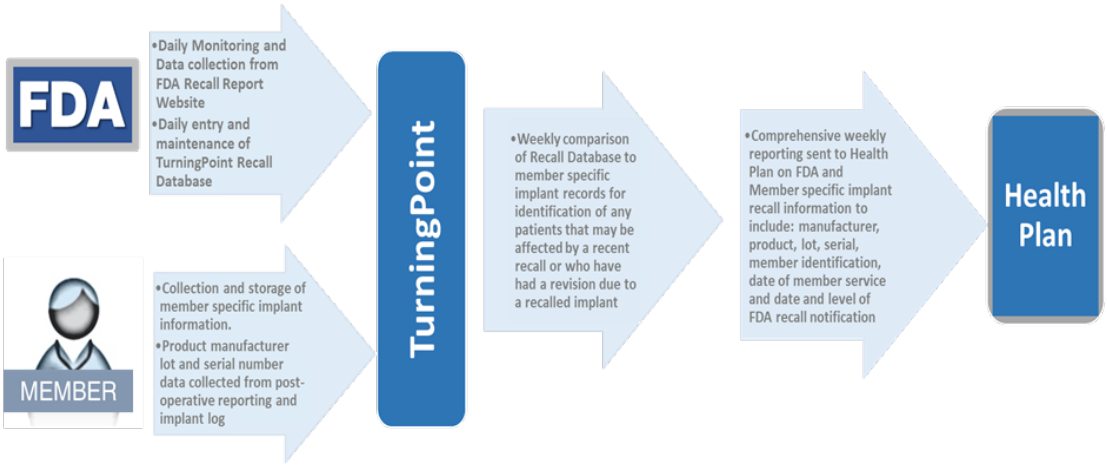
STUDIES WERE EXCLUDED IF ANY OF THE FOLLOWING CRITERIA WERE MET:

- 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

DEVICE RECALL & SAFETY MANAGEMENT

Due to the complexity and volume of musculoskeletal implant recalls, Home State Health Plan wants to implement a consistent process among all providers to help ensure the quality and safety of its members.



1. FDA Website is monitored daily and TurningPoint's Device Recall database is updated in real time.
2. Via facsimile, email transmission, or file upload protocols, providers will be asked to submit member-specific device information to update TurningPoint's Device Recall database (post procedure) for comparison to FDA recall alerts.
3. Weekly Comparison analysis occurs between Home State Health Plan member information and current FDA recall alerts
4. Weekly Reporting analysis provided with device details, in addition to potential member notification alerts will appear on the Home page of the TurningPoint portal.

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 Home State Health Plan 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 market place. 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 TurningPoint and Home State Health Plan may want to consider improving the Program after its initial launch.

2) **Clinical Discussions** regarding evidence-based treatment plans and CarePath. This discussion will include key medical directors from both Home State Health Plan and TurningPoint's clinical teams to engage with the identified key clinical representatives from each Physician group and is intended to offer transparency into the criteria as well as 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 12/09/19, 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 addition training needs or specific issues (technical or otherwise) that need to be resolved for the practice relative to the Program.

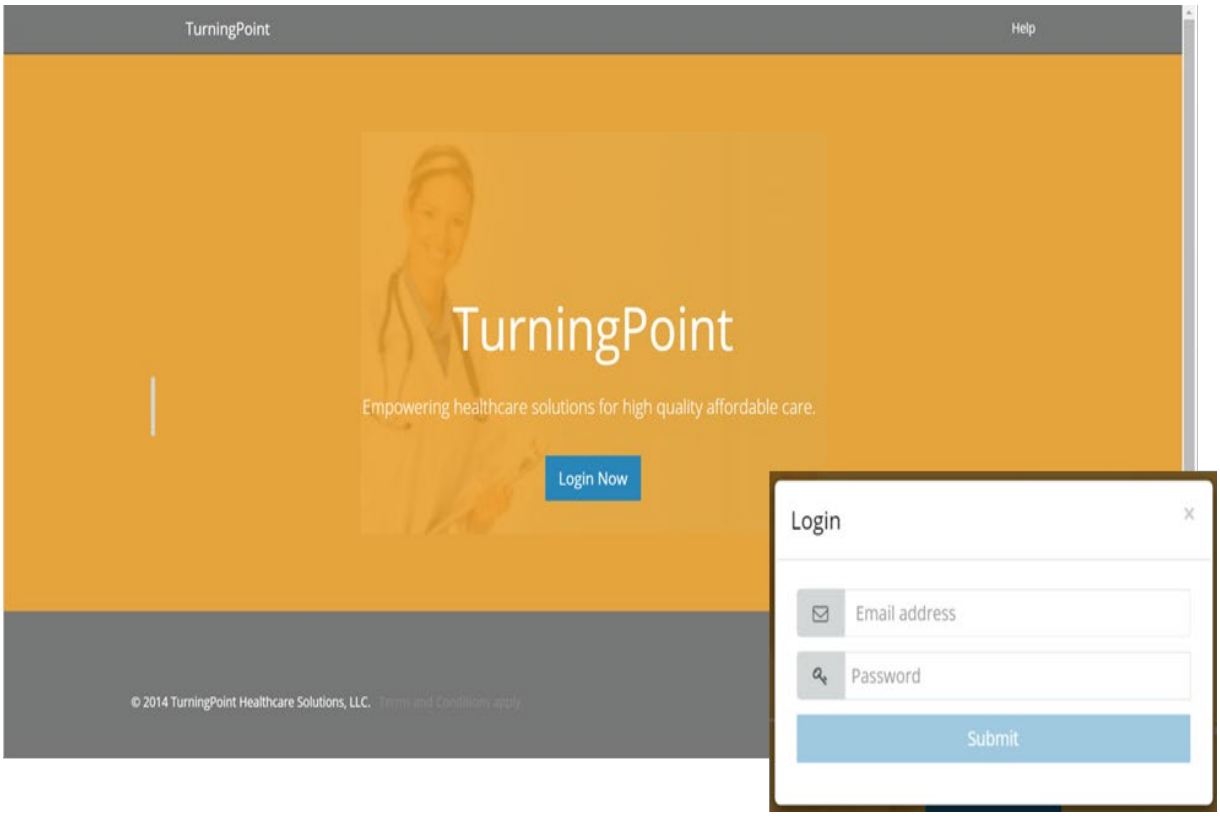
4) **Language Assistance Programs** are available for members or providers upon request. To arrange for Oral and Written translation services, please contact our Utilization Management Department at 573-723-6027.

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 *Vice President, Client Solutions* *Chief Compliance Officer* **Team Role: Business Owner, Operations SME, Provider Relations Lead**	Email: swolf@tpshealth.com Direct Line: 407.233.3483 Cell Phone: 805.896.7648
Steve Morgan *Director, Provider Relations* **Team Role: Provider Relations**	Email: smorgan@tpshealth.com Direct Line: 321.888.3620
Robynn Schena *Provider Relations Representative* **Team Role: Provider Relations**	Email: rschena@tpshealth.com Office: 407-278-2065
Provider Relations Support: **Email: PROVIDERSUPPORT@TURNINGPOINT-HEALTHCARE.COM**	

Operational User Manual

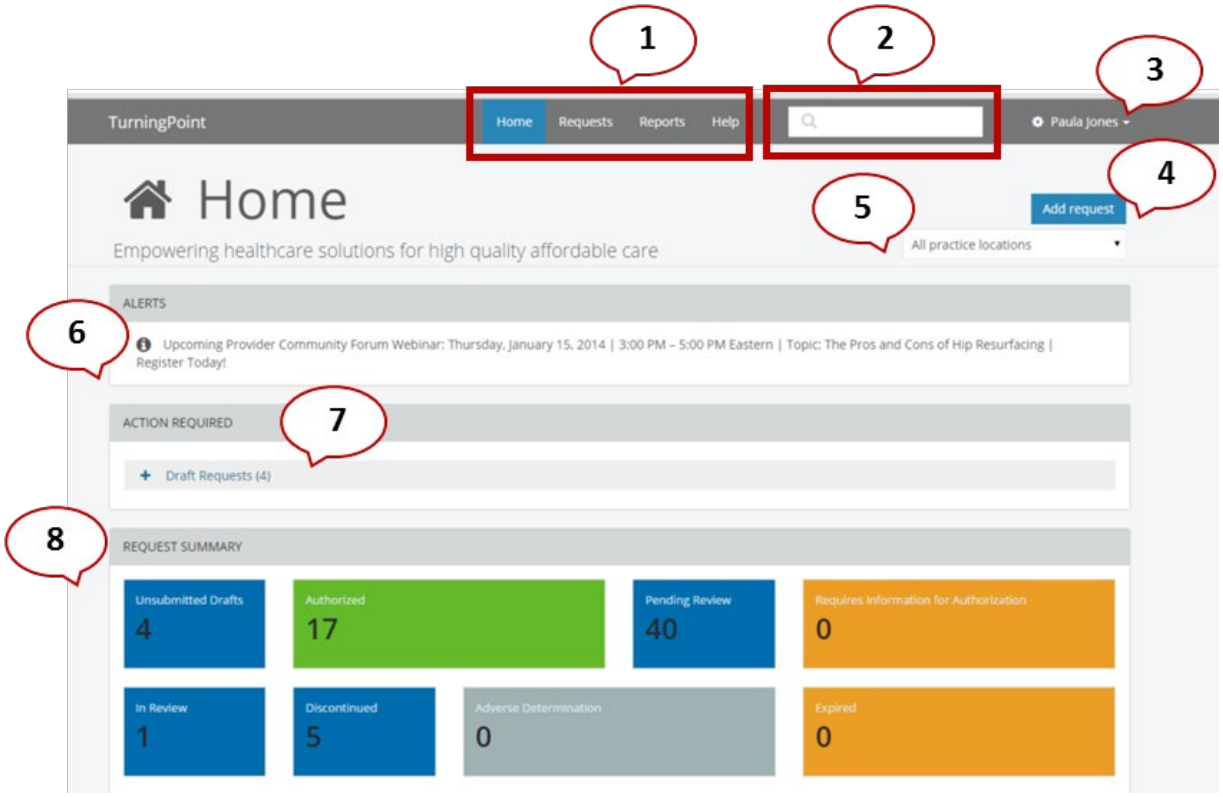
STEP 1- HOW TO LOG IN



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)

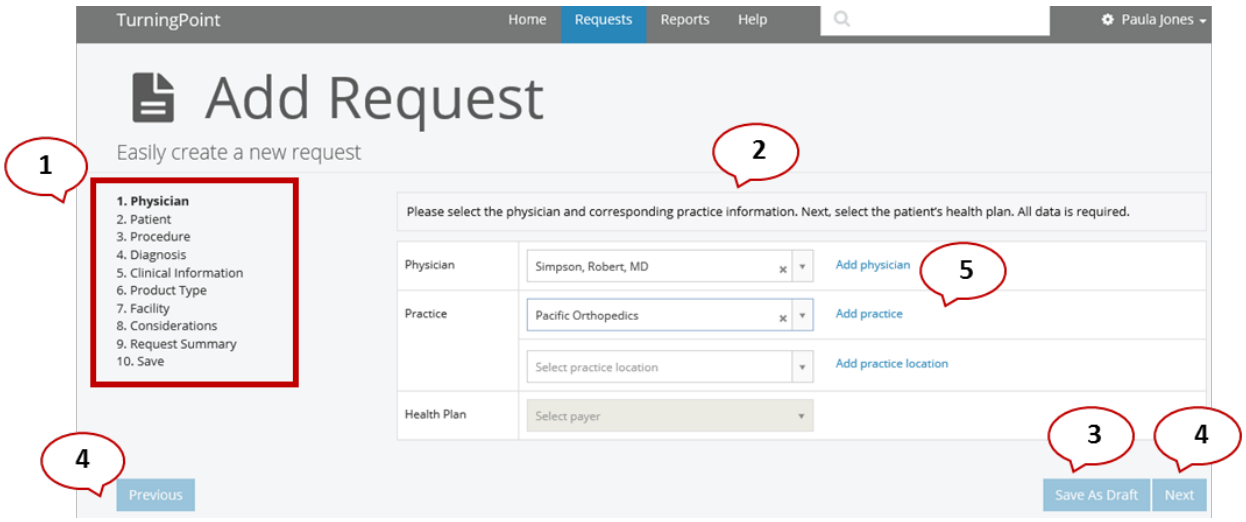
STEP 2-HOME PAGE & HOW TO SUBMIT A REQUEST FOR PRE-AUTHORIZATION



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 short cut to the Request Page that immediate 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 health plan provider updates for your group.

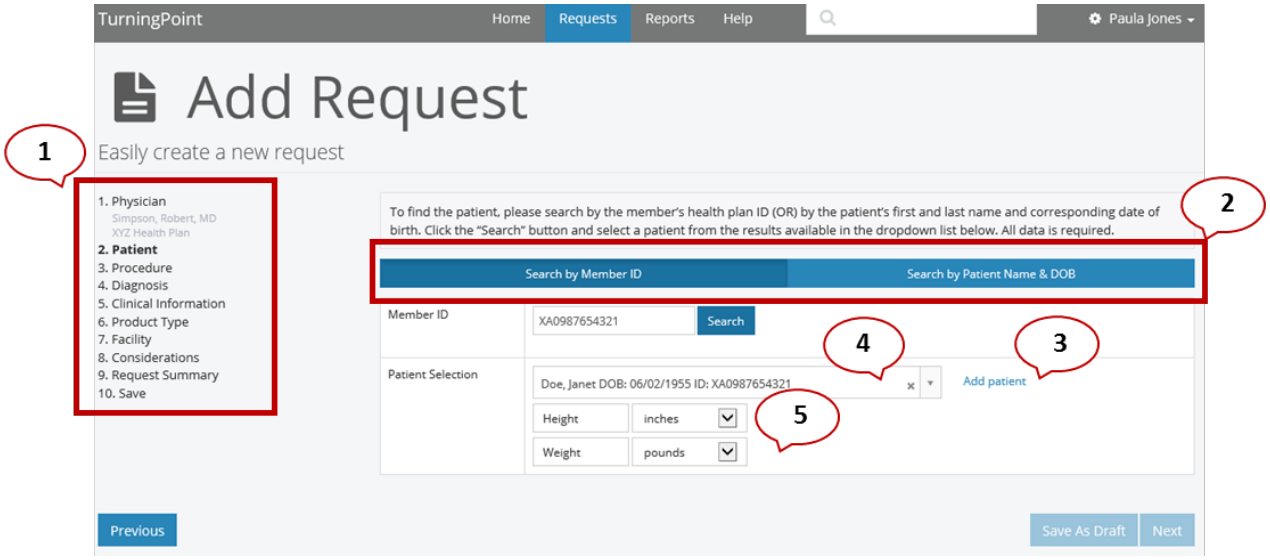
7. **Action Required** – Shows all items requiring action specific to your group and can include: incomplete drafts, FDA recalls affecting one of your patients, additional information requested, and even post procedure supporting documentation such as implant logs and post-op reports.
8. **Request Summary** – Shows a snap shot of all your requests related to your group (or specific location, if filtered on #5). These tiles are also short cuts 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



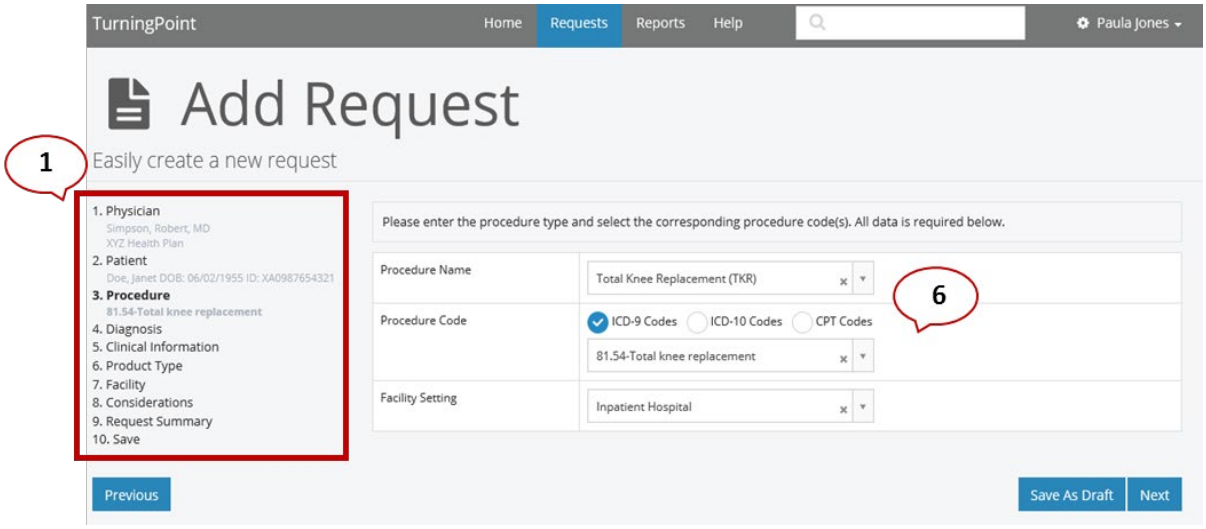
1. **Add Request Wizard** – Showing you all the steps in the Add Request Intake Process and highlighting which step you are currently on.
2. **Data Entry Form** – All fields requiring information will appear in this area as drop-down menus, value fields and selection buttons.
3. **Save as Draft** – To 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

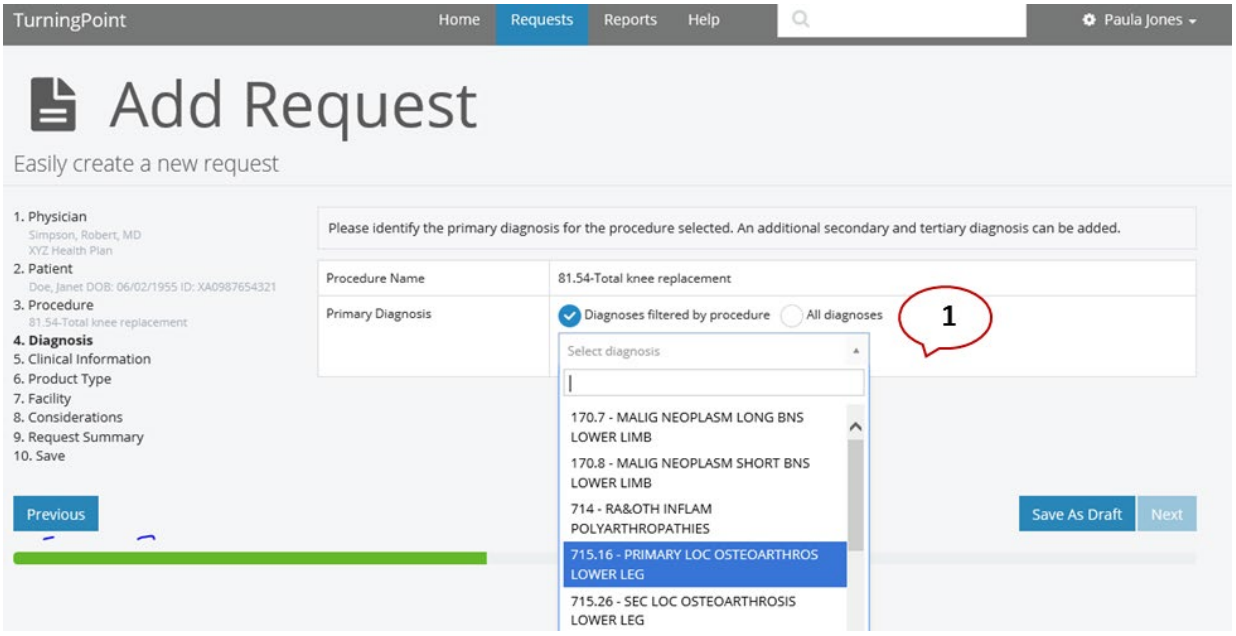


1. **Add Request Wizard** – Will continue to update as you work through the request.
2. **Patient Look-up** – Allows you to search by Member ID OR Patient Name and Date of Birth (DOB).
3. **Add Patient** – If a patient is not found, it allows you to enter the patient's information for eligibility validation 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

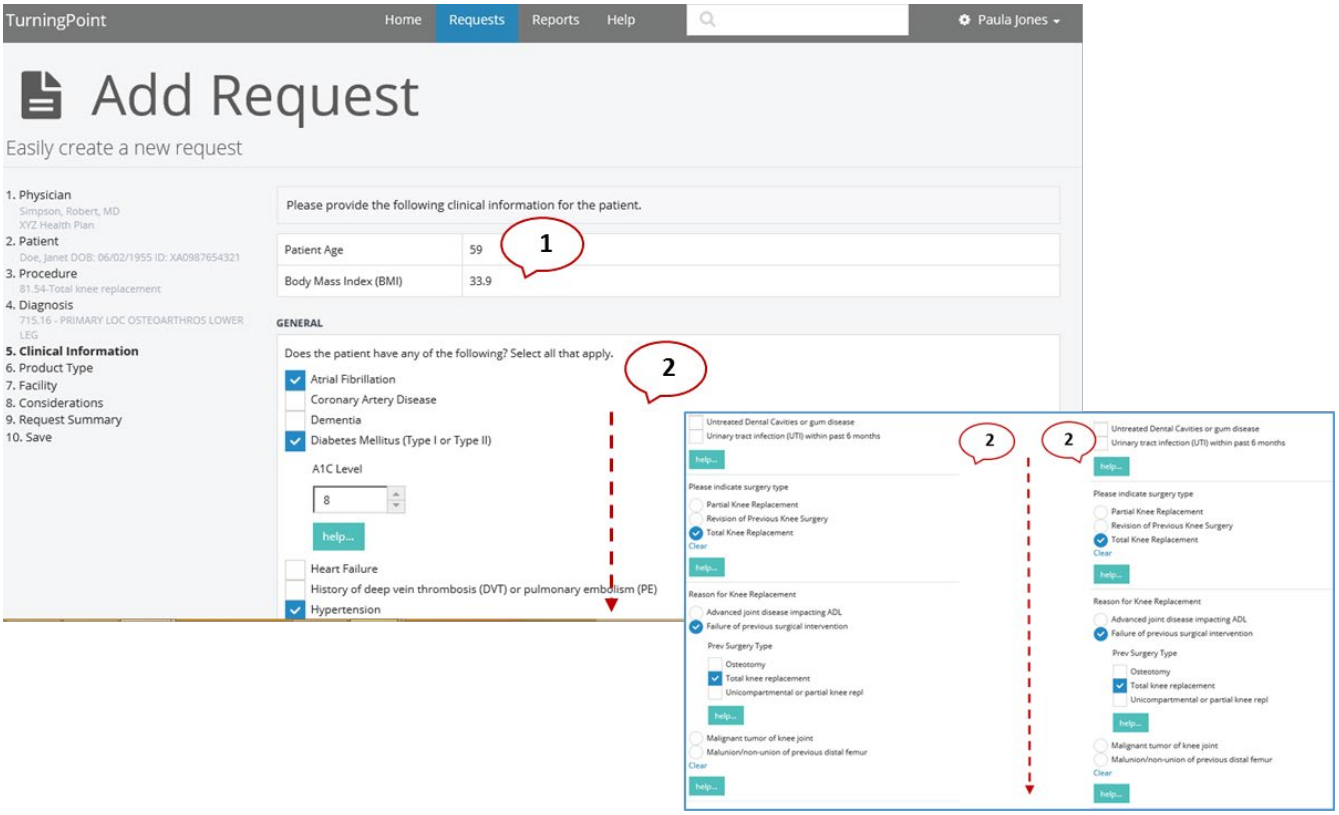


STEP 6- HOW TO ADD DIAGNOSIS INFORMATION



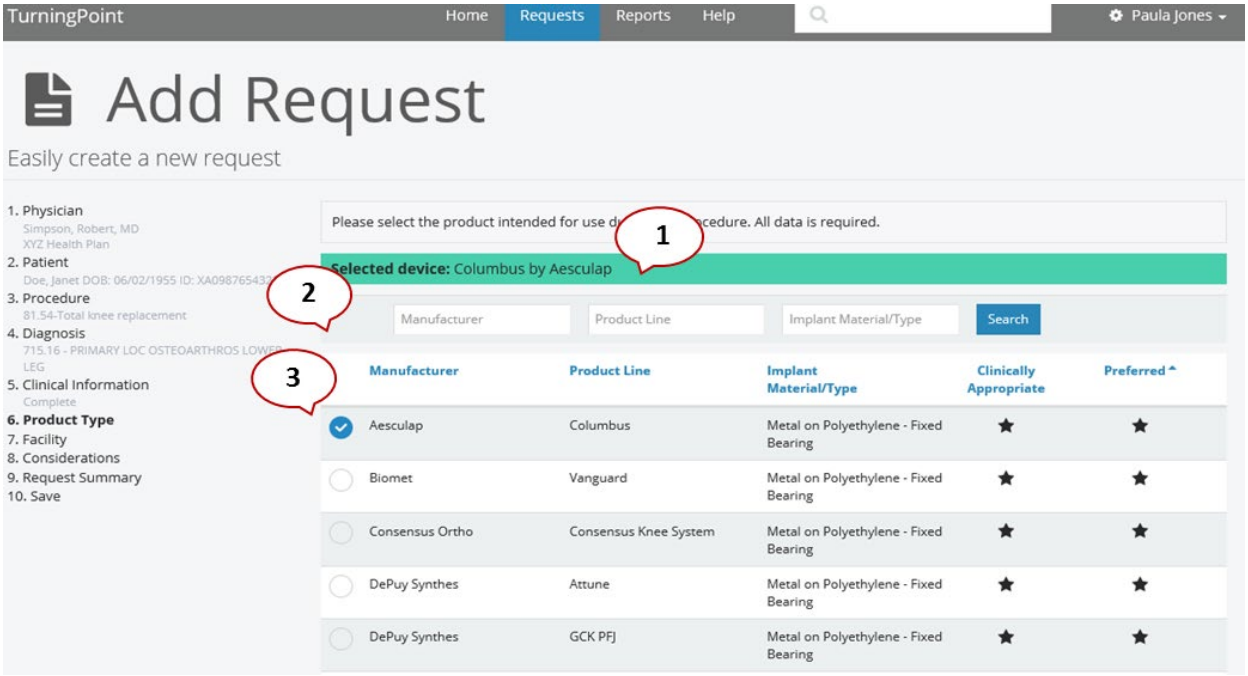
1. **Diagnosis**–The filter menu allows you to select a diagnosis code based previous procedure type selected

STEP 7- HOW TO ADD CLINICAL INFORMATION



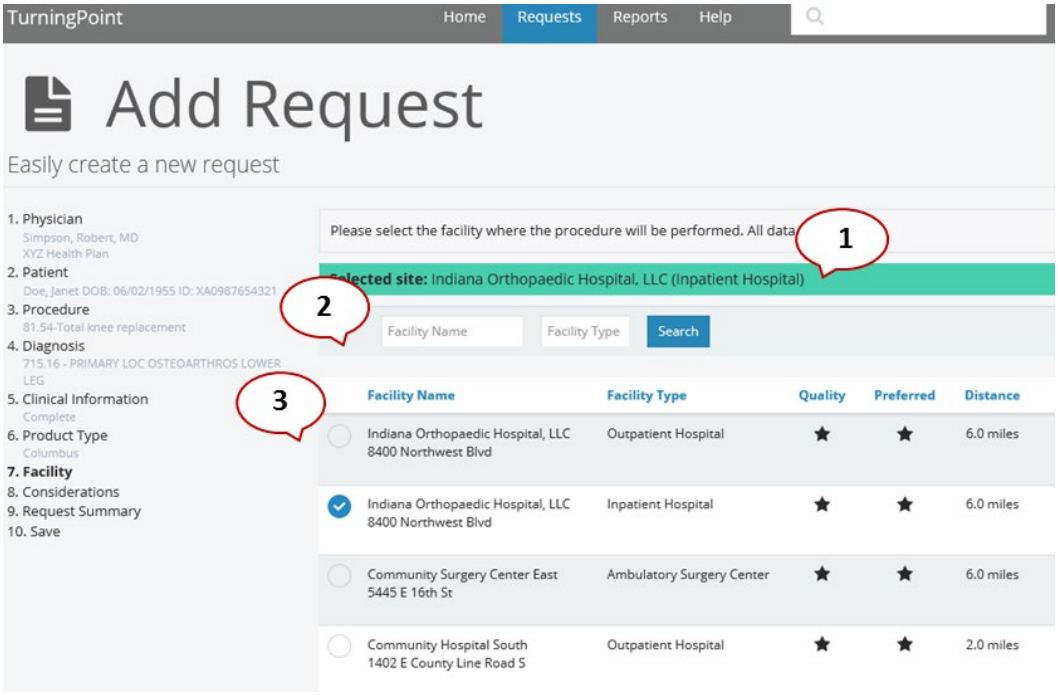
1. **Patient Age & Body Mass Index (BMI)** – The system will automatically calculate the patients age and BMI using:
    a. The birthdate of the patient from the eligibility information provided by Home State Health Plan
    b. Height/weight information provided by you in the request
2. **Clinical Information** – 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 Home State Health Plan clinical policies and guidelines
    b. The system will prompt you if information is missing before allowing you to continue onto the next step.

STEP 8- HOW TO SELECT MANUFACTURER & PRODUCT TYPE



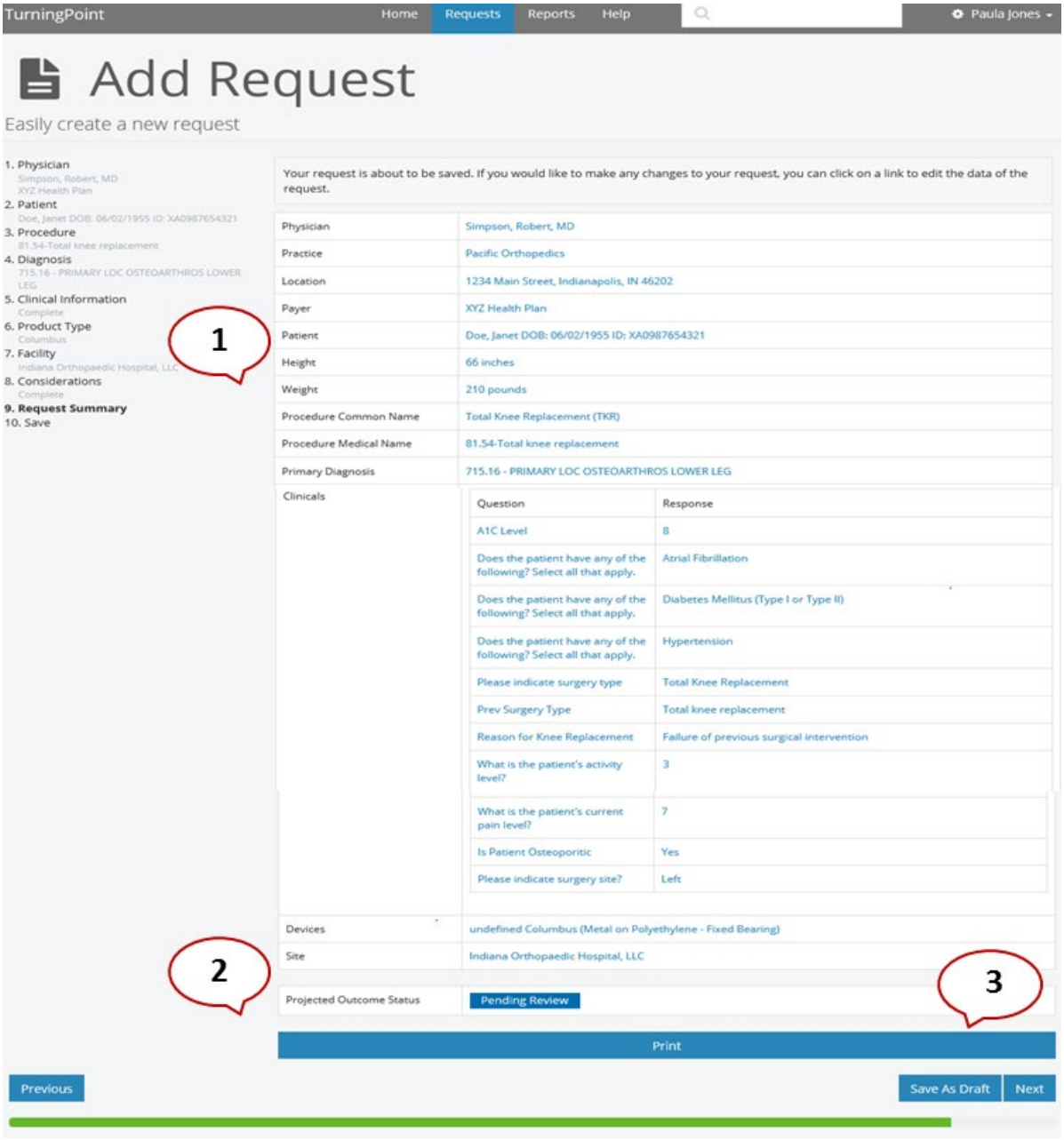
1. **Selected Device** – The status bar shows which device is currently selected
2. **Device Search** – Allows the user to filter/search based on the manufacturer, product line, or implant material/type
3. **Product/Device Selection** – Shows a resulting list of products/devices that may be used in the 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



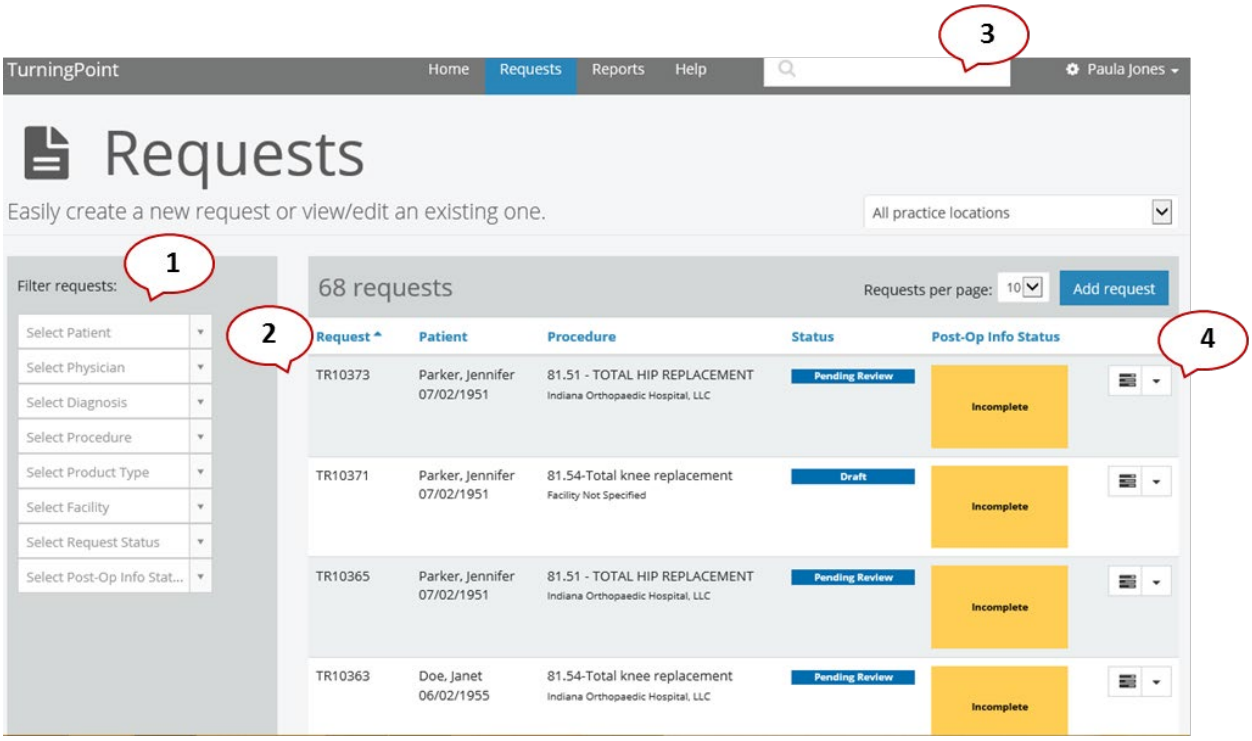
1. **Selected Facility** – The status bar shows which facility is currently selected
2. **Device Search** – Allows the user to filter/search based on the facility name or facility type
3. **Facility Selection** – Shows a resulting list of facilities that may be used in the procedure identified within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

STEP 10- HOW TO VIEW THE SUMMARY OF THE REQUEST ENTERED



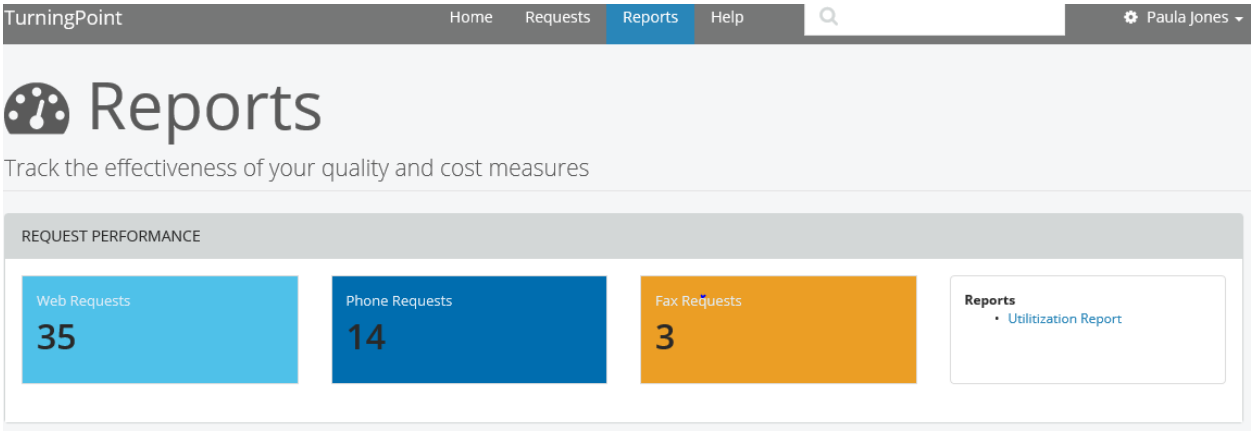
1. **Summary of the Request**– Allows the user to review or go back to a particular section by selecting the link
2. **Projected Outcome Status**– Displays outcome as authorized or pending review
3. **Print**– This added benefit allows the user to print for your records

ADDITIONAL PORTAL SHORTCUTS AND HELPFUL TIPS



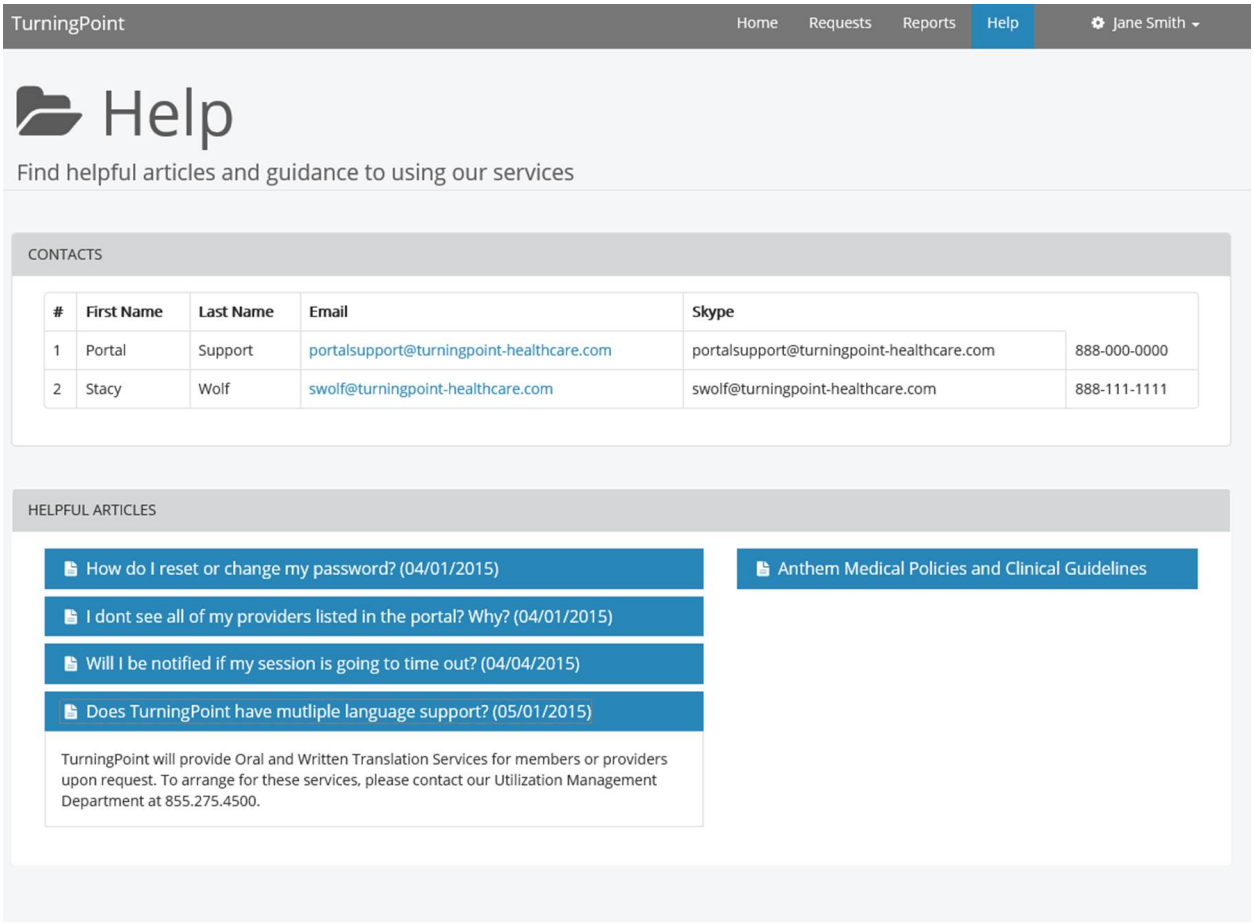
1. **Request Filters** – The Requests page allows you to view all the requests associated with your group (or specific provider location if selected). However, you have the ability to filter the requests by various criteria such as Patient, Physician, Diagnosis, etc. and more than one filter can be added to narrow your search results.
2. **Request Results** – The resulting Requests are list, 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)
    d. Post Procedure, it allows you to submit the requested implant logs and post-operative reports.

REPORTING TOOLS



The Reporting functions enables 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.

REQUEST AUTHORIZATION FORM

TurningPoint Healthcare Solutions

AUTHORIZATION REQUEST FORM

Utilization Management Local Phone: (xxx) xxx-xxxx
Utilization Management Toll Free Phone: (xxx) xxx-xxxx
Utilization Management Fax: (xxx) xxx-xxxx

Today's Date & Time:	Member Name:
Provider Contact Name:	Date of Birth:
Provider Contact Phone:	Member ID (including any alpha prefix):
Provider Contact Fax:	Health Plan:
Provider Name:	Notification Method Preference: ☐ Postal Mail ☐ Fax *Please be sure mailing address or fax number is provided.
Provider TIN:	
Provider NPI:	
Practice/Group Name:	
Provider Physical Address:	Notes:
Provider Mailing Address (if different):	

Requested Procedure:		Anticipated Surgery Date:
CPT/HCPCS or ICD Procedure Code(s):		
Diagnosis Code(s):		
Facility Setting: ☐ Inpatient Hospital	☐ Outpatient	☐ Ambulatory Surgical Center
Facility Name:		Facility Contact Name:
Facility TIN:		Facility Contact Phone:
Facility NPI:		Facility Contact Fax:
Facility Physical Address:		Facility Mailing Address (if different):
Patient's Height: _____	Patient's Weight: _____	Patient's BMI: _____

1 | Page

QUICK REFERENCE SHEET

HOURS OF AVAILABILITY: MONDAY – FRIDAY* | 8:00 AM (EASTERN) TO 5:00 PM (EASTERN)

**Calendar Holidays established on a yearly basis between TurningPoint and Home State Health Plan with on-call Provider Support provided on Non-Business Days (Weekends & Holidays) as determined necessary by Home State Health Plan.*

PROVIDER RELATIONS SUPPORT:

PH: 855-694-4663 | **PROVIDERSUPPORT@TURNINGPOINT-HEALTHCARE.COM**

Robynn Schena
Provider Relations Representative
Ph: 407-278-2065
rschena@tpshealth.com

Stacy Wolf
Vice President, Provider Relations
Ph: 805-869-7648
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Ambetter for Home State Health: (855) 650-3789 TTY/TDD: (877) 250-6113
Allwell for Home State Health: (855) 766-1452 | D-SNP: (833) 298-3361 | TTY: 711
Facsimile Intake: (573)-469-4352

TECHNICAL SUPPORT:

PH: 855-275-4500 | **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