



# 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:**

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**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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## **PROVIDER TRAINING MANUAL**

### **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.

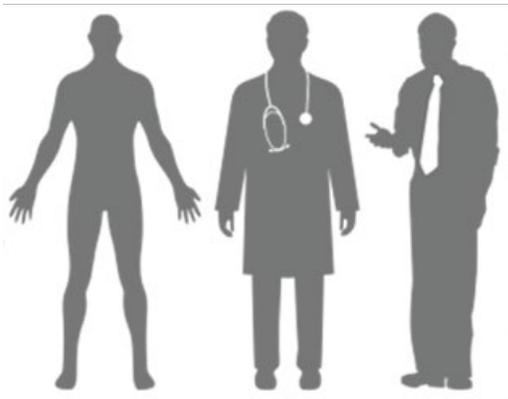
This guide contains information essential to TurningPoint's authorization process, list of procedures covered under the programs scope of services, as well as details regarding our evidence based CarePaths.

## PROVIDER TRAINING MANUAL

### 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.

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### 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

### 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.

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**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:**

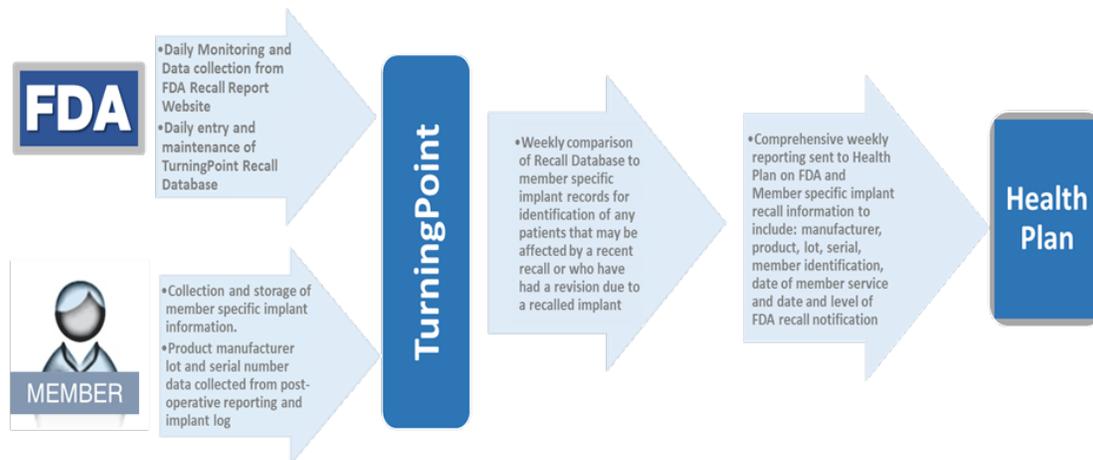
- Studies of “Very Limited” evidence strength
- Retrospective non-comparative case series, medical records review, meeting abstracts, historical articles, editorials, letters, and commentaries
- Case series studies that gave patients the treatment of interest AND another treatment
- Case series studies that had non-consecutive enrollment of patients

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- 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

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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.

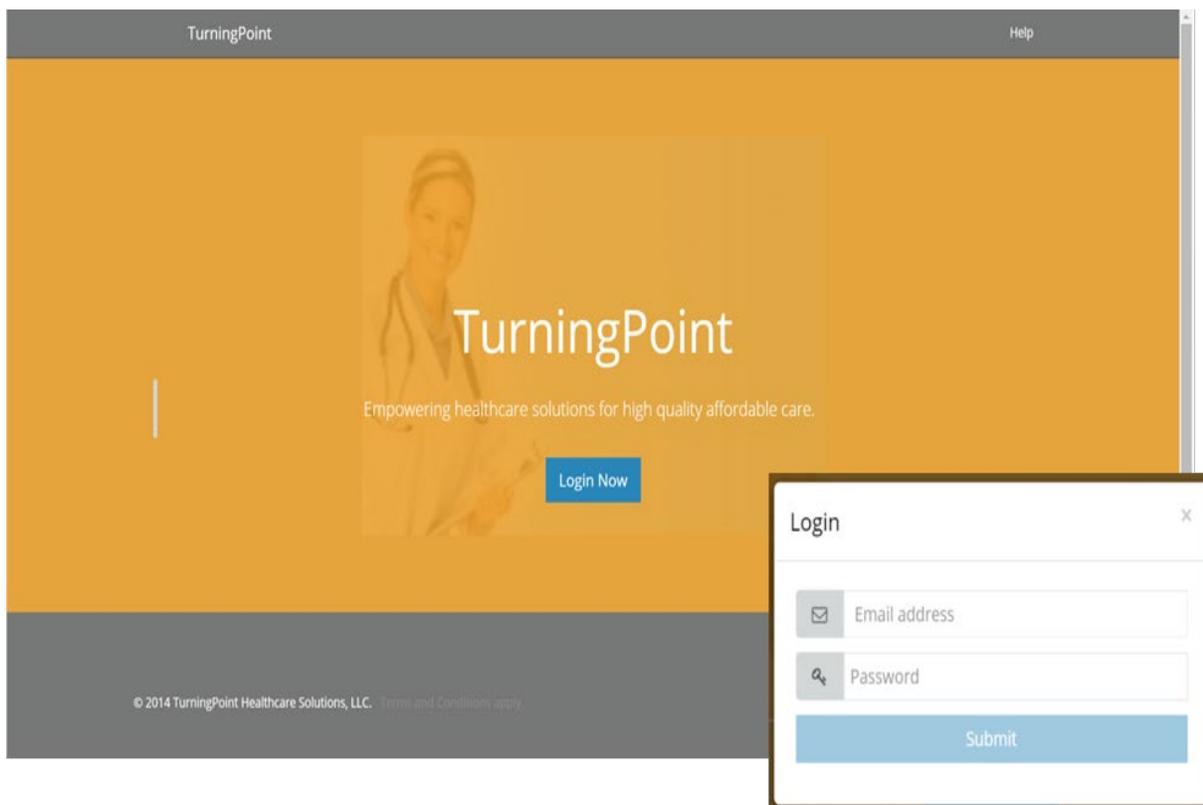
## PROVIDER TRAINING MANUAL

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

TurningPoint Provider Relations Team	
Team Member	Contact Information
<b>Stacy Wolf</b> <i>Vice President, Client Solutions</i> <i>Chief Compliance Officer</i> <b>Team Role: Business Owner, Operations SME, Provider Relations Lead</b>	Email: <a href="mailto:swolf@tpshealth.com">swolf@tpshealth.com</a> Direct Line: 407.233.3483 Cell Phone: 805.896.7648
<b>Steve Morgan</b> <i>Director, Provider Relations</i> <b>Team Role: Provider Relations</b>	Email: <a href="mailto:smorgan@tpshealth.com">smorgan@tpshealth.com</a> Direct Line: 321.888.3620
<b>Robynn Schena</b> <i>Provider Relations Representative</i> <b>Team Role: Provider Relations</b>	Email: <a href="mailto:rschena@tpshealth.com">rschena@tpshealth.com</a> Office: 407-278-2065
<b>Provider Relations Support:</b> <b>Email: PROVIDERSUPPORT@TURNINGPOINT-HEALTHCARE.COM</b>	

## Operational User Manual

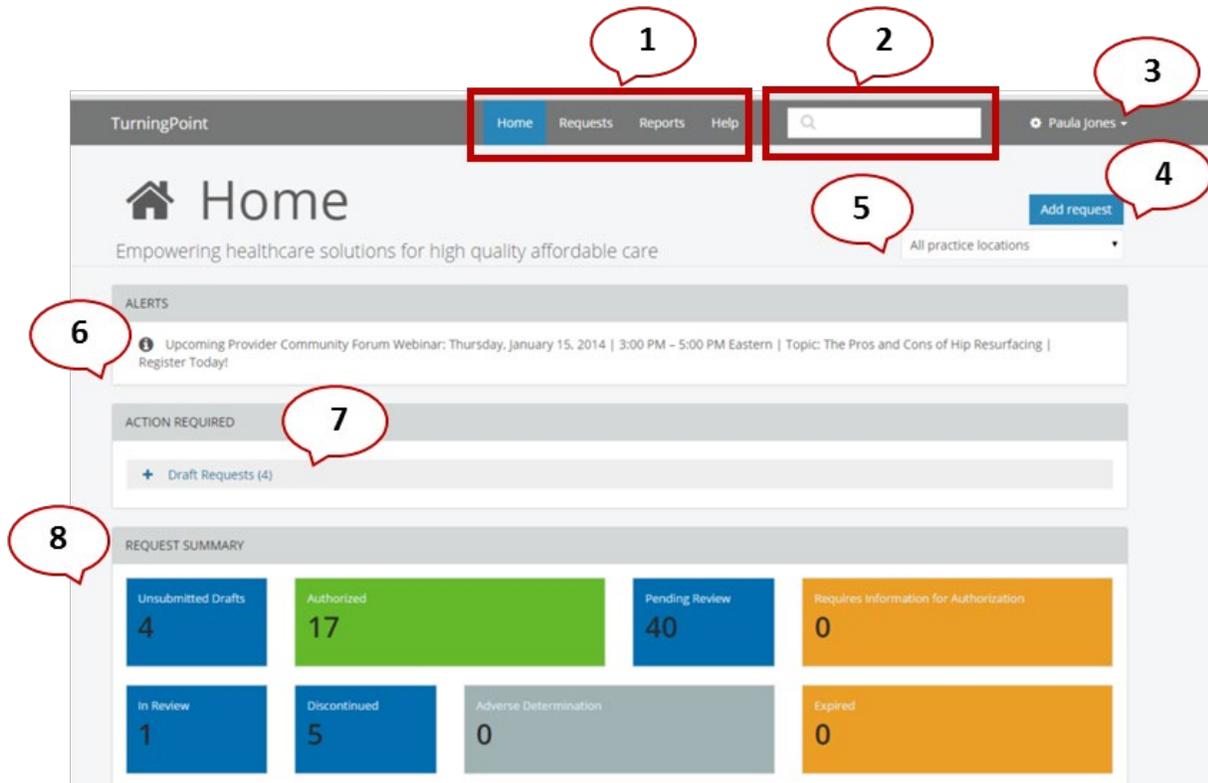
### STEP 1- HOW TO LOG IN



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)

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### 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.

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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.

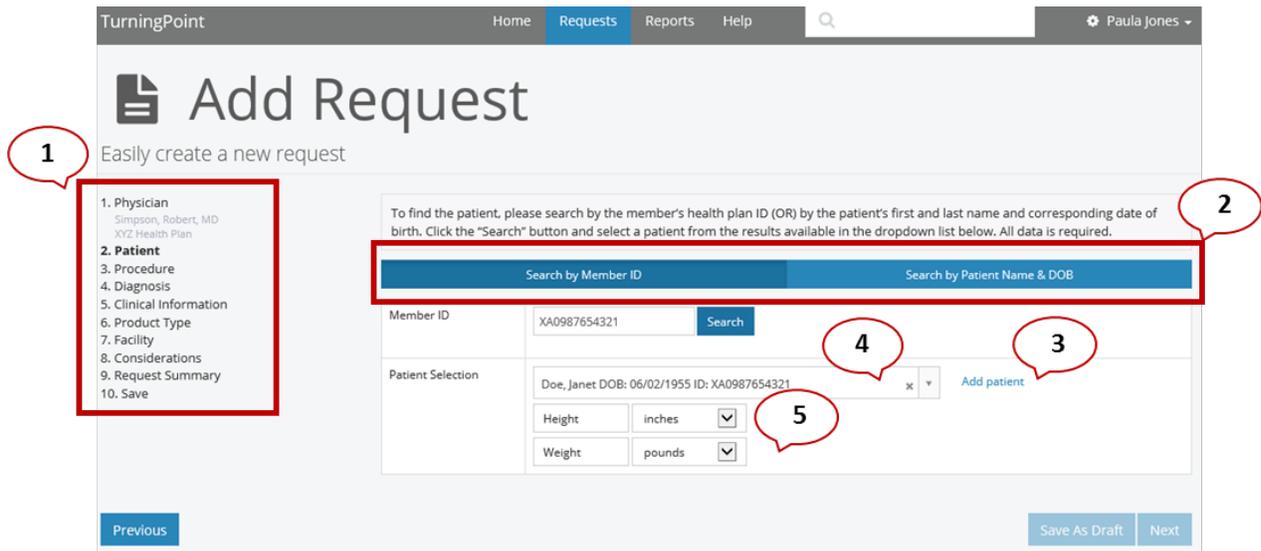
### STEP 3- HOW TO ADD PHYSICIAN INFORMATION

The screenshot shows the 'Add Request' form in the TurningPoint system. The form is titled 'Add Request' and includes a navigation menu on the left, a data entry form, and navigation buttons at the bottom. Red callouts 1 through 5 highlight specific elements:

- 1. **Add Request Wizard** – A list of steps: 1. Physician, 2. Patient, 3. Procedure, 4. Diagnosis, 5. Clinical Information, 6. Product Type, 7. Facility, 8. Considerations, 9. Request Summary, 10. Save.
- 2. **Data Entry Form** – A form with fields for Physician (Simpson, Robert, MD), Practice (Pacific Orthopedics), Select practice location, and Health Plan (Select payer). There are 'Add physician', 'Add practice', and 'Add practice location' buttons.
- 3. **Save as Draft** – A button to save a draft of the request.
- 4. **Previous/Next** – Navigation buttons to move forward and backward within the form.
- 5. **Add Physician/Practice/Location** – A button to enter provider 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.

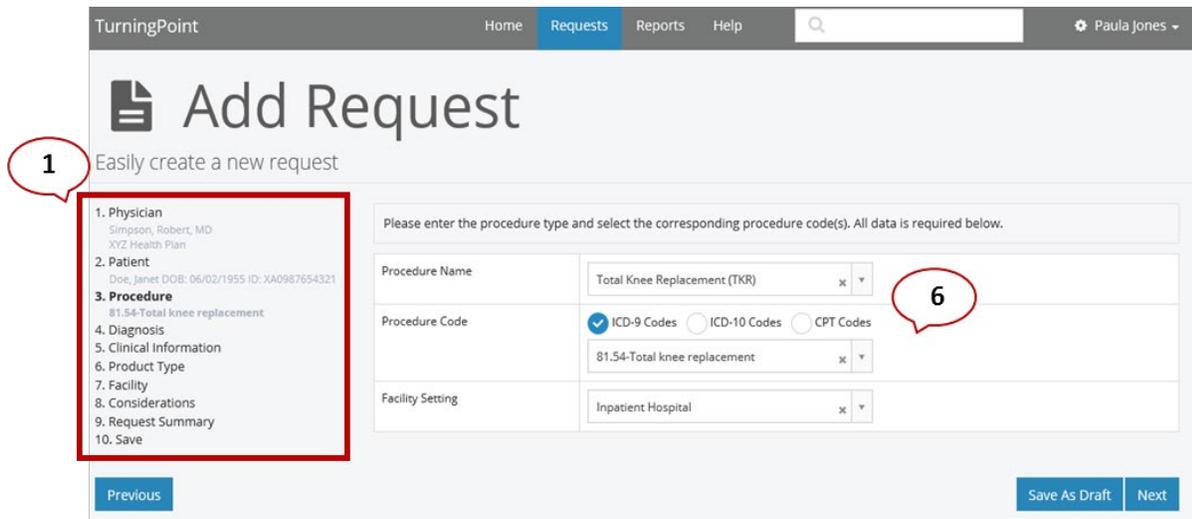
**STEP 4- HOW TO ADD PATIENT INFORMATION**



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**

## PROVIDER TRAINING MANUAL



TurningPoint Home Requests Reports Help Paula Jones

# Add Request

1 Easily create a new request

1. Physician  
Simpson, Robert, MD  
XYZ Health Plan
2. Patient  
Doe, Janet DOB: 06/02/1955 ID: XA0987654321
3. Procedure  
81.54-Total knee replacement
4. Diagnosis
5. Clinical Information
6. Product Type
7. Facility
8. Considerations
9. Request Summary
10. Save

Please enter the procedure type and select the corresponding procedure code(s). All data is required below.

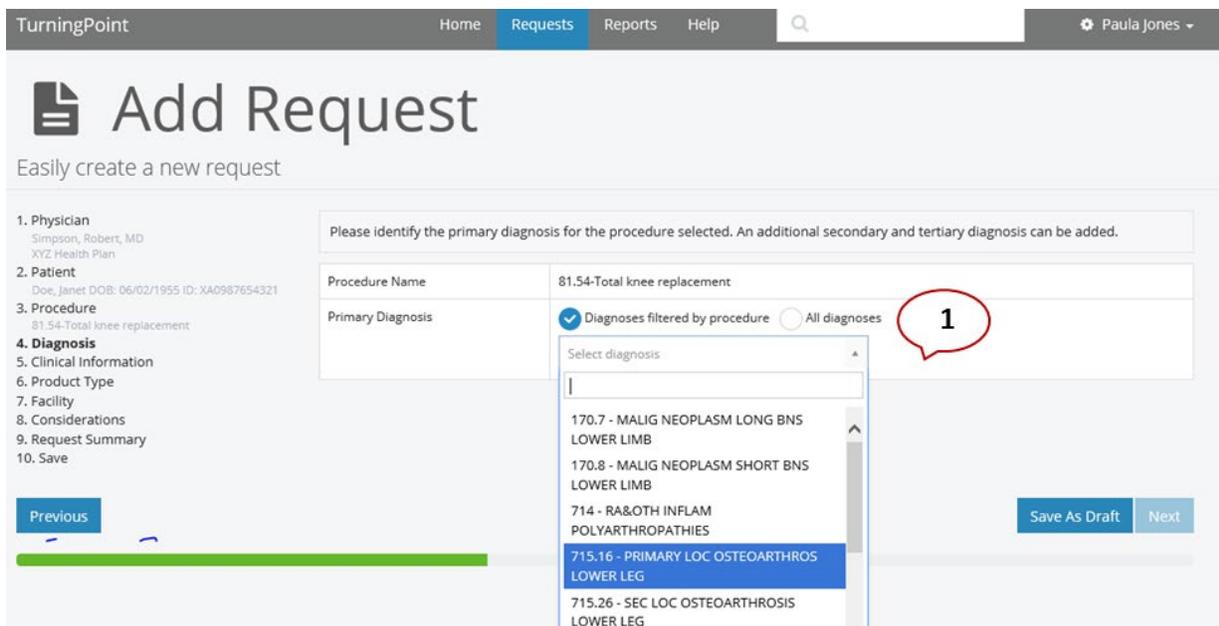
Procedure Name: Total Knee Replacement (TKR) x

Procedure Code:  ICD-9 Codes  ICD-10 Codes  CPT Codes  
81.54-Total knee replacement x

Facility Setting: Inpatient Hospital x

Previous Save As Draft Next

### STEP 6- HOW TO ADD DIAGNOSIS INFORMATION



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# Add Request

Easily create a new request

1. Physician  
Simpson, Robert, MD  
XYZ Health Plan
2. Patient  
Doe, Janet DOB: 06/02/1955 ID: XA0987654321
3. Procedure  
81.54-Total knee replacement
4. Diagnosis
5. Clinical Information
6. Product Type
7. Facility
8. Considerations
9. Request Summary
10. Save

Please identify the primary diagnosis for the procedure selected. An additional secondary and tertiary diagnosis can be added.

Procedure Name: 81.54-Total knee replacement

Primary Diagnosis:  Diagnoses filtered by procedure  All diagnoses

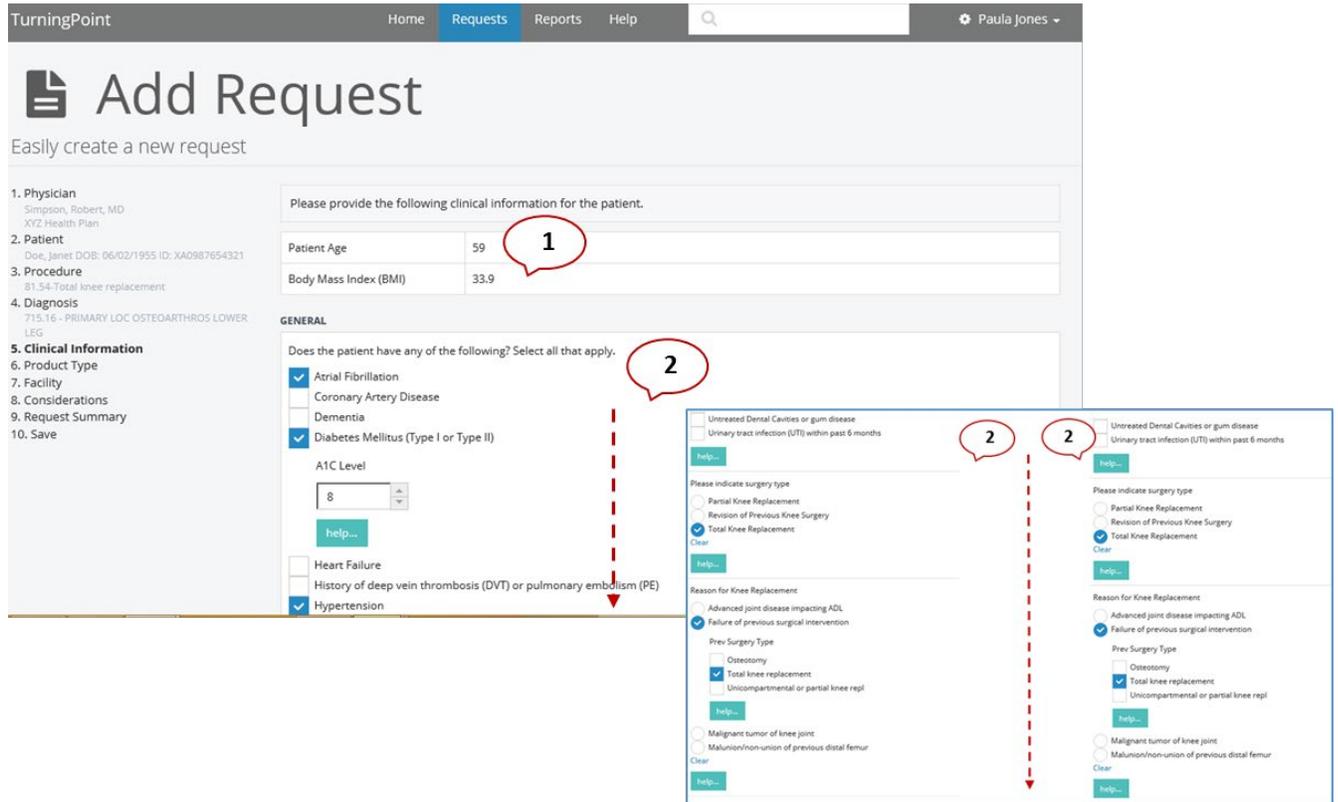
Select diagnosis

- 170.7 - MALIG NEOPLASM LONG BNS LOWER LIMB
- 170.8 - MALIG NEOPLASM SHORT BNS LOWER LIMB
- 714 - RA&OTH INFLAM POLYARTHROPATHIES
- 715.16 - PRIMARY LOC OSTEOARTHROS LOWER LEG
- 715.26 - SEC LOC OSTEOARTHROSIS LOWER LEG

Previous Save As Draft Next

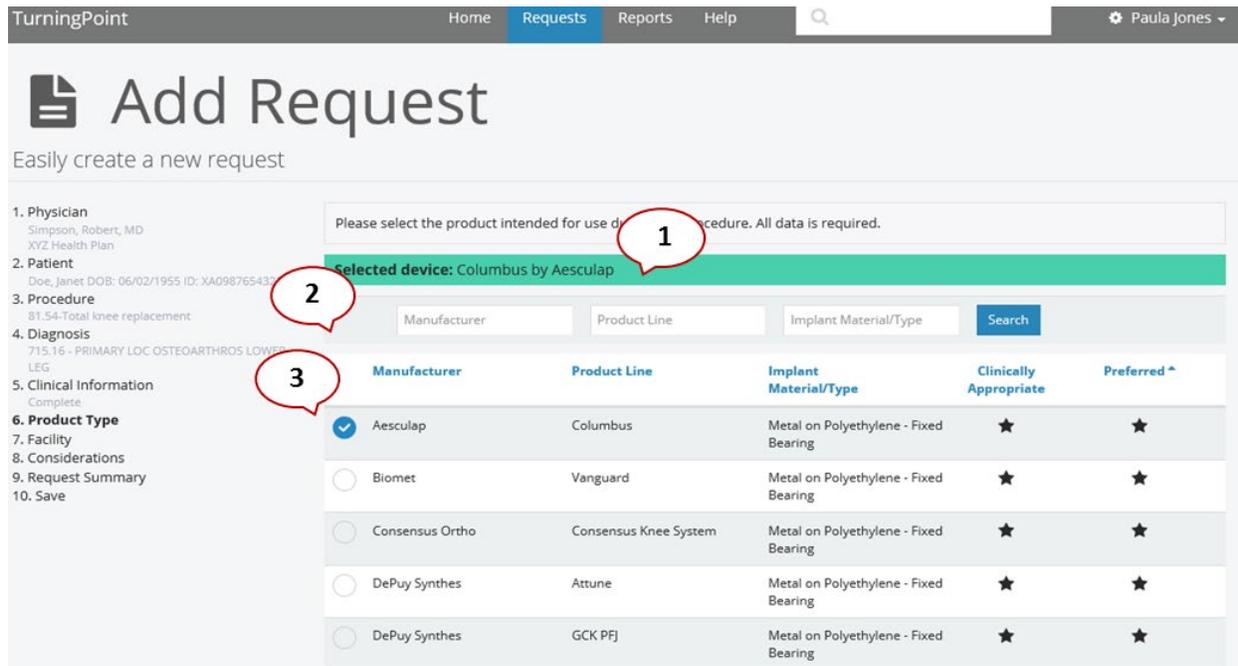
1. **Diagnosis**—The filter menu allows you to select a diagnosis code based previous procedure type selected

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**



TurningPoint Home Requests Reports Help Paula Jones

## Add Request

Easily create a new request

1. Physician: Simpson, Robert, MD, XYZ Health Plan

2. Patient: Doe, Janet DOB: 06/02/1955 ID: XA09876543

3. Procedure: 81.54-Total knee replacement

4. Diagnosis: 715.16 - PRIMARY LOC OSTEOARTHROS LOWE...

5. Clinical Information: Complete

6. Product Type

7. Facility

8. Considerations

9. Request Summary

10. Save

Please select the product intended for use d... procedure. All data is required.

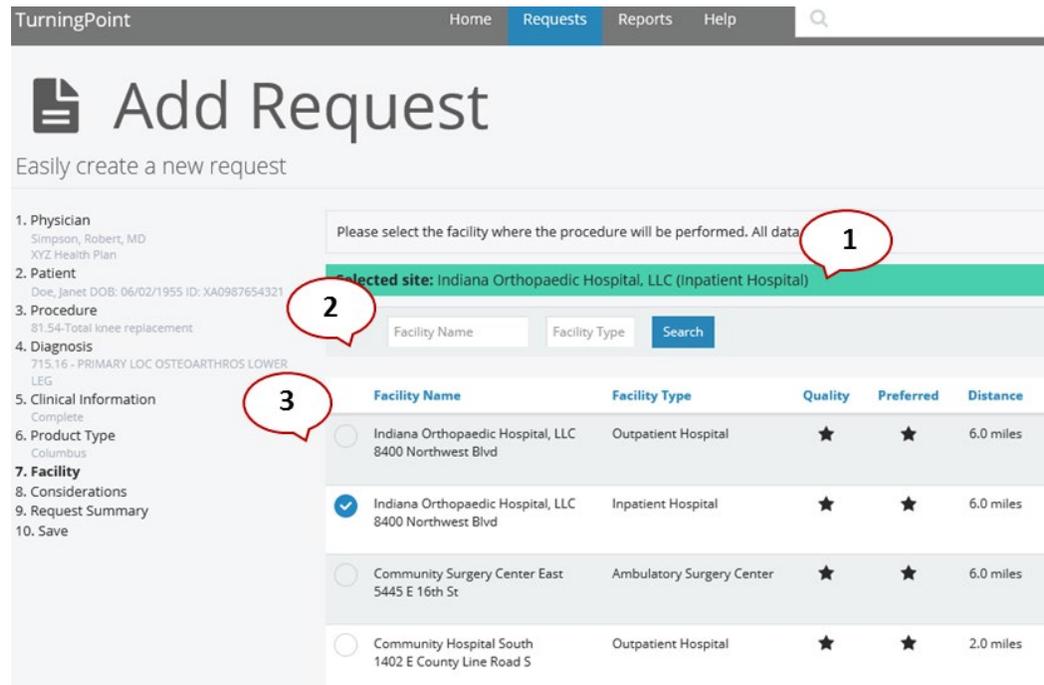
Selected device: Columbus by Aesculap

Manufacturer Product Line Implant Material/Type Search

Manufacturer	Product Line	Implant Material/Type	Clinically Appropriate	Preferred ^
<input checked="" type="radio"/> Aesculap	Columbus	Metal on Polyethylene - Fixed Bearing	★	★
<input type="radio"/> Biomet	Vanguard	Metal on Polyethylene - Fixed Bearing	★	★
<input type="radio"/> Consensus Ortho	Consensus Knee System	Metal on Polyethylene - Fixed Bearing	★	★
<input type="radio"/> DePuy Synthes	Attune	Metal on Polyethylene - Fixed Bearing	★	★
<input type="radio"/> DePuy Synthes	GCK PFJ	Metal on Polyethylene - Fixed Bearing	★	★

- Selected Device** – The status bar shows which device is currently selected
- Device Search** – Allows the user to filter/search based on the manufacturer, product line, or implant material/type
- 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**



TurningPoint Home Requests Reports Help

## Add Request

Easily create a new request

1. Physician  
Simpson, Robert, MD  
XYZ Health Plan

2. Patient  
Doe, Janet DOB: 06/02/1955 ID: XA0987654321

3. Procedure  
81.54-Total knee replacement

4. Diagnosis  
715.16 - PRIMARY LOC OSTEOARTHROS LOWER LEG

5. Clinical Information  
Complete

6. Product Type  
Columbus

7. Facility

8. Considerations

9. Request Summary

10. Save

Please select the facility where the procedure will be performed. All data

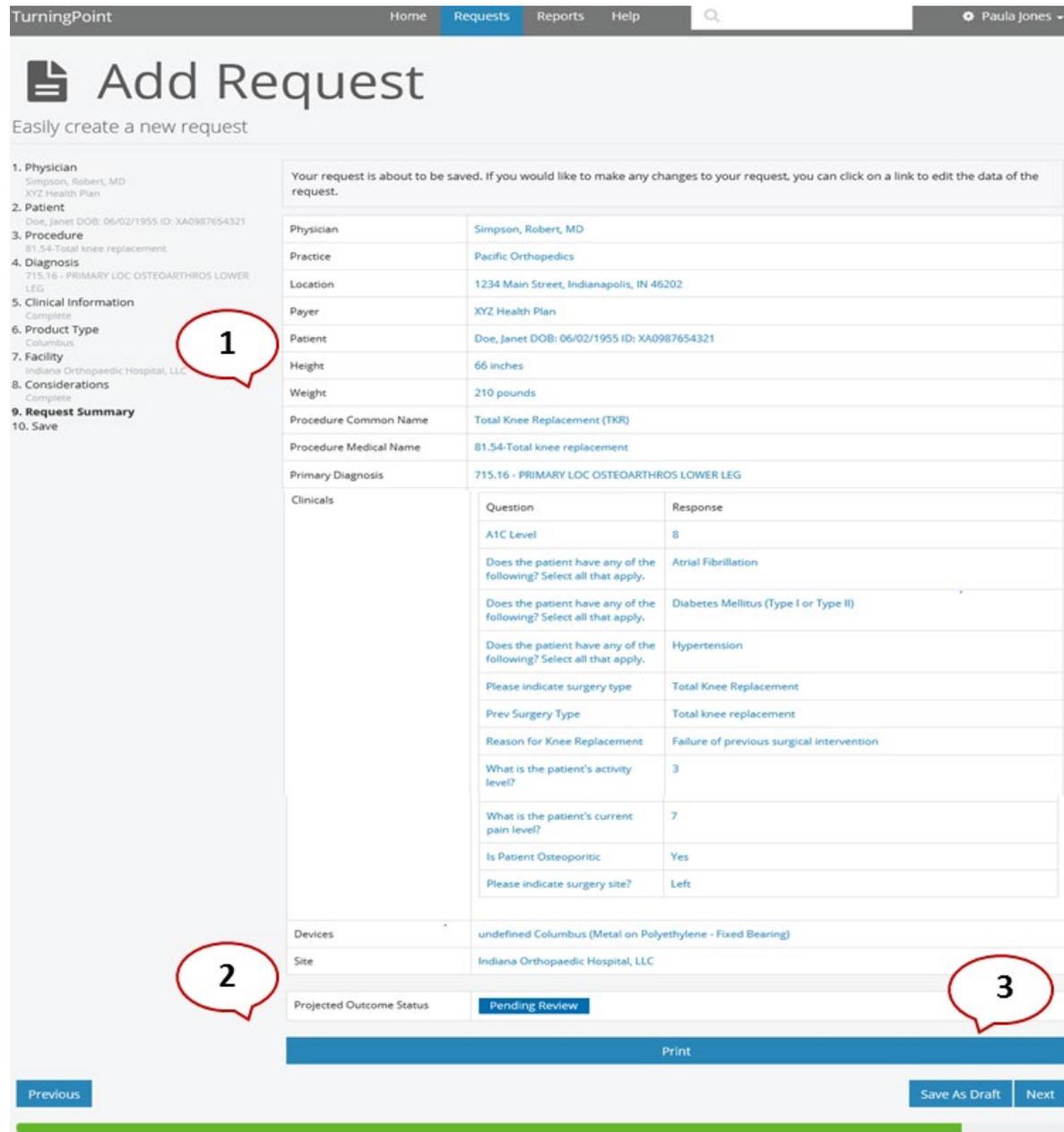
**Selected site: Indiana Orthopaedic Hospital, LLC (Inpatient Hospital)**

Facility Name Facility Type Search

	Facility Name	Facility Type	Quality	Preferred	Distance
<input type="radio"/>	Indiana Orthopaedic Hospital, LLC 8400 Northwest Blvd	Outpatient Hospital	★	★	6.0 miles
<input checked="" type="radio"/>	Indiana Orthopaedic Hospital, LLC 8400 Northwest Blvd	Inpatient Hospital	★	★	6.0 miles
<input type="radio"/>	Community Surgery Center East 5445 E 16th St	Ambulatory Surgery Center	★	★	6.0 miles
<input type="radio"/>	Community Hospital South 1402 E County Line Road S	Outpatient Hospital	★	★	2.0 miles

- 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



TurningPoint Home Requests Reports Help Paula Jones

## Add Request

Easily create a new request

Your request is about to be saved. If you would like to make any changes to your request, you can click on a link to edit the data of the request.

Physician	Simpson, Robert, MD
Practice	Pacific Orthopedics
Location	1234 Main Street, Indianapolis, IN 46202
Payer	XYZ Health Plan
Patient	Doe, Janet DOB: 06/02/1955 ID: XA0987654321
Height	66 inches
Weight	210 pounds
Procedure Common Name	Total Knee Replacement (TKR)
Procedure Medical Name	81.54-Total knee replacement
Primary Diagnosis	715.16 - PRIMARY LOC OSTEOARTHROS LOWER LEG

Question	Response
A1C Level	8
Does the patient have any of the following? Select all that apply.	Atrial Fibrillation
Does the patient have any of the following? Select all that apply.	Diabetes Mellitus (Type I or Type II)
Does the patient have any of the following? Select all that apply.	Hypertension
Please indicate surgery type	Total Knee Replacement
Prev Surgery Type	Total knee replacement
Reason for Knee Replacement	Failure of previous surgical intervention
What is the patient's activity level?	3
What is the patient's current pain level?	7
Is Patient Osteoporitic	Yes
Please indicate surgery site?	Left

Devices	undefined Columbus (Metal on Polyethylene - Fixed Bearing)
Site	Indiana Orthopaedic Hospital, LLC
Projected Outcome Status	Pending Review

Print

Previous Save As Draft Next

- 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

## PROVIDER TRAINING MANUAL

### ADDITIONAL PORTAL SHORTCUTS AND HELPFUL TIPS

The screenshot shows the 'Requests' page in the TurningPoint portal. At the top, there is a navigation bar with 'Home', 'Requests', 'Reports', and 'Help'. A search bar is located to the right of the navigation bar, and a user profile 'Paula Jones' is visible in the top right corner. The main heading is 'Requests' with a sub-heading 'Easily create a new request or view/edit an existing one.' Below this, there is a dropdown menu for 'All practice locations' and a button for 'Add request'. On the left side, there is a 'Filter requests:' section with several dropdown menus for filtering by Patient, Physician, Diagnosis, Procedure, Product Type, Facility, Request Status, and Post-Op Info Status. The main content area displays a table of 68 requests. The table has columns for Request ID, Patient, Procedure, Status, and Post-Op Info Status. The first four rows of the table are visible, showing requests for Parker, Jennifer and Doe, Janet. The Status column shows 'Pending Review' and 'Draft', and the Post-Op Info Status column shows 'Incomplete'. A search bar is located at the top right of the table area. The interface is annotated with four numbered callouts: 1 points to the filter section, 2 points to the table header, 3 points to the search bar, and 4 points to the action sub-menu for a request.

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.

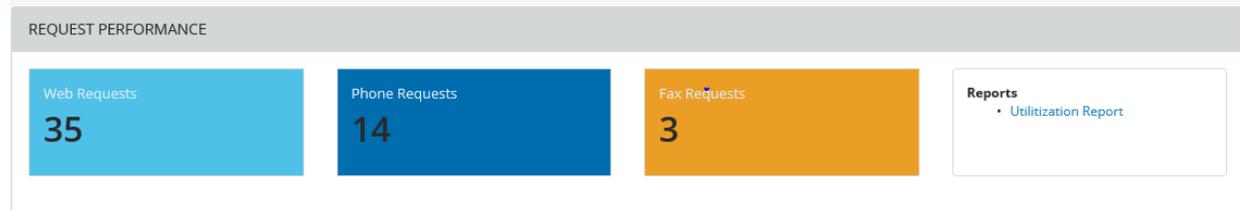
## PROVIDER TRAINING MANUAL

### REPORTING TOOLS

TurningPoint Home Requests Reports Help  Paula Jones

## Reports

Track the effectiveness of your quality and cost measures



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.

## PROVIDER TRAINING MANUAL

### HELP TAB: CONTACT CUSTOMER SERVICE

TurningPoint
Home Requests Reports **Help** Jane Smith ▾



# Help

Find helpful articles and guidance to using our services

CONTACTS

#	First Name	Last Name	Email	Skype	
1	Portal	Support	<a href="mailto:portalsupport@turningpoint-healthcare.com">portalsupport@turningpoint-healthcare.com</a>	portalsupport@turningpoint-healthcare.com	888-000-0000
2	Stacy	Wolf	<a href="mailto:swolf@turningpoint-healthcare.com">swolf@turningpoint-healthcare.com</a>	swolf@turningpoint-healthcare.com	888-111-1111

HELPFUL ARTICLES

- 📄 How do I reset or change my password? (04/01/2015)
- 📄 I dont see all of my providers listed in the portal? Why? (04/01/2015)
- 📄 Will I be notified if my session is going to time out? (04/04/2015)
- 📄 Does TurningPoint have mutiple language support? (05/01/2015)

TurningPoint will provide Oral and Written Translation Services for members or providers upon request. To arrange for these services, please contact our Utilization Management Department at 855.275.4500.

📄 Anthem Medical Policies and Clinical Guidelines

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.

## PROVIDER TRAINING MANUAL

### REQUEST AUTHORIZATION FORM

		<b>AUTHORIZATION REQUEST FORM</b> Utilization Management Local Phone: (xxx) xxx-xxxx Utilization Management Toll Free Phone: (xxx) xxx-xxxx Utilization Management Fax: (xxx) xxx-xxxx															
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Today's Date &amp; Time:</td></tr> <tr><td>Provider Contact Name:</td></tr> <tr><td>Provider Contact Phone:</td></tr> <tr><td>Provider Contact Fax:</td></tr> <tr><td>Provider Name:</td></tr> <tr><td>Provider TIN:</td></tr> <tr><td>Provider NPI:</td></tr> <tr><td>Practice/Group Name:</td></tr> <tr><td>Provider Physical Address:</td></tr> <tr><td>Provider Mailing Address (if different):</td></tr> </table>	Today's Date & Time:	Provider Contact Name:	Provider Contact Phone:	Provider Contact Fax:	Provider Name:	Provider TIN:	Provider NPI:	Practice/Group Name:	Provider Physical Address:	Provider Mailing Address (if different):	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Member Name:</td></tr> <tr><td>Date of Birth:</td></tr> <tr><td>Member ID (including any alpha prefix):</td></tr> <tr><td>Health Plan:</td></tr> <tr> <td>           Notification Method Preference:  <input type="checkbox"/> Postal Mail  <input type="checkbox"/> Fax             *Please be sure mailing address or fax number is provided.         </td> </tr> <tr><td>Notes:</td></tr> </table>	Member Name:	Date of Birth:	Member ID (including any alpha prefix):	Health Plan:	Notification Method Preference: <input type="checkbox"/> Postal Mail <input type="checkbox"/> Fax  *Please be sure mailing address or fax number is provided.	Notes:
Today's Date & Time:																	
Provider Contact Name:																	
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Provider Mailing Address (if different):																	
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Facility NPI:	Facility Contact Fax:																
Facility Physical Address:	Facility Mailing Address (if different):																
Patient's Height: _____	Patient's Weight: _____	Patient's BMI: _____															

## PROVIDER TRAINING MANUAL

### 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](mailto:PROVIDERSUPPORT@TURNINGPOINT-HEALTHCARE.COM)

#### Robynn Schena

Provider Relations Representative  
Ph: 407-278-2065  
[rschena@tpshealth.com](mailto:rschena@tpshealth.com)

#### Stacy Wolf

Vice President, Provider Relations  
Ph: 805-869-7648  
[swolf@tpshealth.com](mailto:swolf@tpshealth.com)

#### Steve Morgan

Director, Provider Relations & Contracting  
Ph: 321-888-3620  
[smorgan@tpshealth.com](mailto: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

#### 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