



NETWORK *Notification*

Notice Date: November 1, 2022
To: Indiana Marketplace, Kentucky Marketplace, West Virginia Marketplace
Providers
From: CareSource
Subject: CareSource and TurningPoint Partnership for Cardiac and Musculoskeletal Surgical Procedures

Summary

CareSource is pleased to announce the launch of a new and innovative Cardiac and Musculoskeletal Surgical Quality and Safety Management Program. The program is designed to work collaboratively with physicians to promote patient safety through the practice of high quality and cost-effective care for CareSource members undergoing Musculoskeletal and Cardiac Surgical Procedures.

Importance

Program Highlights Include:

- ✓ **Administrative Tools** to support an efficient, user-friendly request process for obtaining medical necessity prior authorizations for procedures which require precertification. Easy and efficient post-procedural documentation submission which will be shared with CareSource to facilitate timely claims payment.
- ✓ **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.
- ✓ **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.
- ✓ **FDA Recall Tracking and Monitoring** to facilitate timely and consistent notification to the physician, patient, and to CareSource when a member has received or needs a revision surgery due to a Class I or II FDA device recall.

Impact

Effective 12/19/2022, providers will be able to begin submitting requests to TurningPoint for prior authorization for members for dates of service on or after 1/1/2023. While it is the responsibility of the rendering provider to obtain prior authorization, facility providers are encouraged to contact TurningPoint to verify the prior authorization has been completed for CareSource members prior to procedure being scheduled.

Providers (in-network and out-of-network) can view Cardiac and Musculoskeletal Surgical policies and guidelines at TurningPoint’s website after registration on the [TurningPoint Portal](#).

Prior authorization for medical necessity and appropriate length of stay (when applicable) has been delegated to TurningPoint Healthcare Solutions, LLC and will be required for the following surgical procedures in both inpatient and outpatient settings.

Cardiac Surgeries & Procedures

| | |
|--|---------------------------------------|
| Cardiac Nuclear Medicine | Pacemaker Revision or Removal |
| Duplex Scan Extracranial Arteries | Peripheral Revascularization |
| Echocardiogram | Coronary Artery Bypass Grafting |
| Peripheral Diagnostic Testing | Internal Cardiac Monitoring |
| Cardiac Catheterization | Leadless Pacemaker |
| Cardiac Contractility Modulation | Left Atrial Appendage (LAA) Occluders |
| Coronary Angioplasty/Stenting | Non-Coronary Angioplasty/Stenting |
| Implantable Cardioverter Defibrillator | Pulmonary Artery Pressure Monitoring |
| ICD Revision or Removal | Valve Replacement |
| Pacemaker | WCD – Wearable Cardiac Defibrillator |

Musculoskeletal Surgeries & Procedures

| Joint Reconstructive & Fusion Surgeries <i>(Including all associated revision surgeries)</i> | | Sports Medicine Surgeries |
|--|-----------------|---|
| Knee Arthroplasty | Hip Resurfacing | ACL Repair |
| Hip Arthroplasty | Shoulder Fusion | Acromioplasty & Rotator Cuff Repair |
| Shoulder Arthroplasty | Elbow Fusion | Femoroacetabular Arthroscopy |
| Elbow Arthroplasty | Ankle Fusion | Knee Arthroscopy |
| Ankle Arthroplasty | Wrist Fusion | Hip Arthroscopy |
| Wrist Arthroplasty | | Meniscal Repair (with or w/o allograft) |
| | | Osteochondral Defect Repair |

| Spine Surgeries <i>(Including all associated revision surgeries)</i> | |
|--|-----------------------------|
| Spinal Fusions <i>(Cervical, Lumbar, Thoracic, Sacroiliac, Sacral, Scoliosis)</i> | Kyphoplasty |
| Laminectomy/Discectomy <i>(Cervical, Lumbar, Thoracic, Sacral)</i> | Vertebroplasty |
| Disc Replacement <i>(Cervical, Lumbar, Thoracic)</i> | Corpectomy |
| | Implantable Pain Pump |
| | Spinal Cord Neurostimulator |
| | Spinal Decompression |

TURNINGPOINT'S UTILIZATION MANAGEMENT & PRECERTIFICATION CONTACT INFORMATION:

Web Portal Intake: <http://www.myturningpoint-healthcare.com>

| Market | Local Phone | Toll Free Phone | Local Fax | Toll Free Fax |
|---------------|----------------|-----------------|----------------|----------------|
| Indiana | (317) 576-2990 | (855) 941-5272 | (463) 213-1003 | (844) 472-0484 |
| Georgia | (678) 528-2056 | (855) 941-5310 | (404) 201-6624 | (844) 472-0483 |
| Kentucky | (502) 754-2320 | (855) 570-6870 | (502) 395-9386 | (844) 472-0482 |
| West Virginia | (304) 603-4673 | (855) 578-7350 | (304) 553-7061 | (844) 472-0481 |

Key Provisions:

- Emergency Related Procedures that do not require an inpatient admission do not require authorization from TurningPoint
- It is the responsibility of the ordering physician to obtain prior authorization
- Providers rendering the above services should verify that the necessary prior authorization has been obtained; failure to do so may result in non-payment of your claims
- Clinical Policies are available by contacting TurningPoint at the number listed above for access to digital copies

Training:

Informational webinars are available! Please register at the links below.

| Market | Musculoskeletal Program Training | Cardiac Program Training |
|---------------|--|---|
| Indiana | Register in advance for this training. | Register in advance for this training. |
| Kentucky | Register in advance for this training. | Register in advance for this training. |
| West Virginia | Register in advance for this training. | Register in advanced for this training. |

We appreciate your support and look forward to your cooperation in assuring that CareSource members receive high quality, cost-effective care for these surgical procedures.

Procedure Code Lookup Tool

Effective 1/1/2023, please refer to the [Procedure Code Lookup Tool](#) to check whether a service requires prior authorization. All services that require prior authorization from CareSource should be authorized prior to service delivery. CareSource is not able to pay claims for services in which prior authorization is required, but not obtained by the provider.

Clinical appeals, claims disputes and claims appeals will continue to be submitted to CareSource. Please click here for [Claims](#) and [Grievance & Appeals](#) information. Please call TurningPoint's Peer to Peer coordination line at (800) 581-3920 to submit peer to peer review requests.

To help you in this transition, several training windows will be scheduled in December 2022 and all staff responsible for Cardiac and Musculoskeletal Surgical authorizations are encouraged to participate.

For more information, please refer to the [Provider Manual](#) or contact CareSource Provider Services. You can reach us Monday through Friday from 8 a.m. to 6 p.m. Eastern time (ET).

- Indiana Marketplace: **1-866-286-9949**
- Kentucky Marketplace: **1-855-852-5558**
- West Virginia Marketplace: **1-855-202-1091**

Please visit **CareSource.com** > Providers > [Provider Policies](#) for more information about TurningPoint.

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