



# NETWORK *Notification*

**Notice Date:** September 30, 2022  
**To:** Ohio Medicaid Providers  
**From:** CareSource  
**Subject:** CareSource and TurningPoint Partnership for Cardiac and Musculoskeletal Surgical Procedures

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## 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 or 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 Dec. 1, 2022 onwards, prior authorizations and supporting documents for Ohio Medicaid must be submitted to Ohio Department of Medicaid (ODM) Provider Network Management (PNM) Portal.

Providers or their delegates should register with ODM to submit Ohio Medicaid prior authorization request and supporting documents through EDI or through the PNM Portal and be able to receive prior authorization responses from EDI or PNM portal. Click [here](#) to register. CareSource will communicate all Medicaid prior authorization decisions through ODM and will continue to send communications (via fax or letter and will engage via phone if additional info needed) directly to providers.

For more information about Next Generation of Ohio Medicaid Managed Care, please visit the Next Generation of Ohio Medicaid Managed Care [website](#).

Starting Dec. 19, 2022 TurningPoint will review prior auth request for Cardiac and Musculoskeletal surgical procedures for dates of service on or after Jan. 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 web page 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**

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| <ul style="list-style-type: none"> <li>• Cardiac Nuclear Medicine</li> <li>• Duplex Scan Extracranial Arteries</li> <li>• Echocardiogram</li> <li>• Peripheral Diagnostic Testing</li> <li>• Cardiac Catheterization</li> <li>• Cardiac Contractility Modulation</li> <li>• Coronary Angioplasty/Stenting</li> <li>• Implantable Cardioverter Defibrillator</li> <li>• ICD Revision or Removal</li> <li>• Pacemaker</li> </ul> | <ul style="list-style-type: none"> <li>• Pacemaker Revision or Removal</li> <li>• Peripheral Revascularization</li> <li>• Coronary Artery Bypass Grafting</li> <li>• Internal Cardiac Monitoring</li> <li>• Leadless Pacemaker</li> <li>• Left Atrial Appendage (LAA) Occluders</li> <li>• Non-Coronary Angioplasty/Stenting</li> <li>• Pulmonary Artery Pressure Monitoring</li> <li>• Valve Replacement</li> <li>• WCD – Wearable Cardiac Defibrillator</li> </ul> |
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**Musculoskeletal Surgeries & Procedures**

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| <p><b>Joint Reconstructive &amp; Fusion Surgeries</b><br/><i>(Including all associated revision surgeries)</i></p>   |  |
| <ul style="list-style-type: none"> <li>• Knee Arthroplasty</li> <li>• Hip Arthroplasty</li> <li>• Shoulder Arthroplasty</li> <li>• Elbow Arthroplasty</li> <li>• Ankle Arthroplasty</li> <li>• Wrist Arthroplasty</li> </ul> | <ul style="list-style-type: none"> <li>• Hip Resurfacing</li> <li>• Shoulder Fusion</li> <li>• Elbow Fusion</li> <li>• Ankle Fusion</li> <li>• Wrist Fusion</li> </ul> |

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| <p><b>Sports Medicine Surgeries</b></p> <ul style="list-style-type: none"> <li>• ACL Repair</li> <li>• Acromioplasty &amp; Rotator Cuff Repair</li> <li>• Femoroacetabular Arthroscopy</li> <li>• Knee Arthroscopy</li> <li>• Hip Arthroscopy</li> <li>• Meniscal Repair (with or w/o allograft)</li> <li>• Osteochondral Defect Repair</li> </ul> |
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| <p><b>Spine Surgeries</b><br/><i>(Including all associated revision surgeries)</i></p>  |   |
| <ul style="list-style-type: none"> <li>• Spinal Fusions<br/><i>(Cervical, Lumbar, Thoracic, Sacroiliac, Sacral, Scoliosis)</i></li> <li>• Laminectomy/Discectomy<br/><i>(Cervical, Lumbar, Thoracic, Sacral)</i></li> <li>• Disc Replacement<br/><i>(Cervical, Lumbar, Thoracic)</i></li> </ul> | <ul style="list-style-type: none"> <li>• Kyphoplasty</li> <li>• Vertebroplasty</li> <li>• Corpectomy</li> <li>• Implantable Pain Pump</li> <li>• Spinal Cord Neurostimulator</li> <li>• Spinal Decompression</li> </ul> |

**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
Ohio	(380) 203-2125	(855) 927-1815	(614) 441-8649	(844) 472-0485

**Key Provisions:**

- Emergency Related Procedures do not require prior authorization
- 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 numbers above for access to digital copies

**Training:**

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

Market	Musculoskeletal Program Training	Cardiac Program Training
Ohio	<a href="#">Register in advance for this training.</a>	<a href="#">Register in advance for this training.</a>

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.

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 before the service is delivered. CareSource is not able to pay claims for services in which prior authorization is required, but not obtained by the provider.

Effective Dec. 1, 2022 CareSource Provider Portal will no longer accept electronic, paper or fax Ohio Medicaid claims and supporting documents must be submitted through Clearinghouse or to the Ohio Department of Medicaid (ODM) Provider Network Management (PNM) Portal. If you do not use a Clearinghouse, providers or their delegates need to register with ODM as a trading partner to be able to submit Ohio Medicaid claims, receive acknowledgement or rejection.

Clinical appeals, claims disputes and claims appeals will continue to be submitted to CareSource. Please click here for [Grievance & Appeals](#) information.

Please call TurningPoint's Peer to Peer coordination line at (800)581-3920 to submit peer to peer review request.

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 at **1-800-488-0134**, Monday through Friday from 8 a.m. to 6 p.m. Eastern Time (ET).

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

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