



## Provider Training Manual



## **Key Contact Information:**

### **Portal Support**

[portalsupport@tpshealth.com](mailto:portalsupport@tpshealth.com)

### **UTILIZATION MANAGEMENT & PRECERTIFICATION:**

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

## **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 patients. 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, reporting and analytics to promote the overall health management of each patient.

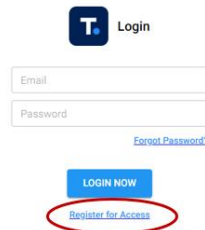
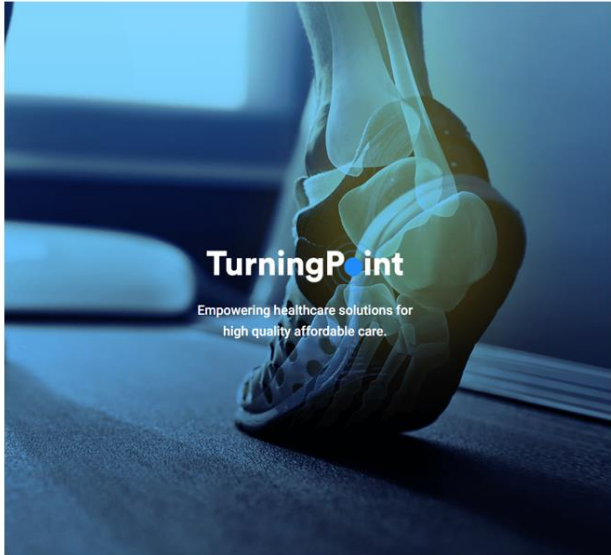
## **DOCUMENT OVERVIEW**

This guide contains information essential to TurningPoint's authorization process via the TurningPoint Provider Portal. It contains a step-by-step guide on initiating authorizations through the portal, checking the status and viewing medical policies and clinical guidelines.

### Operational User Manual

#### STEP 1- HOW TO REGISTER

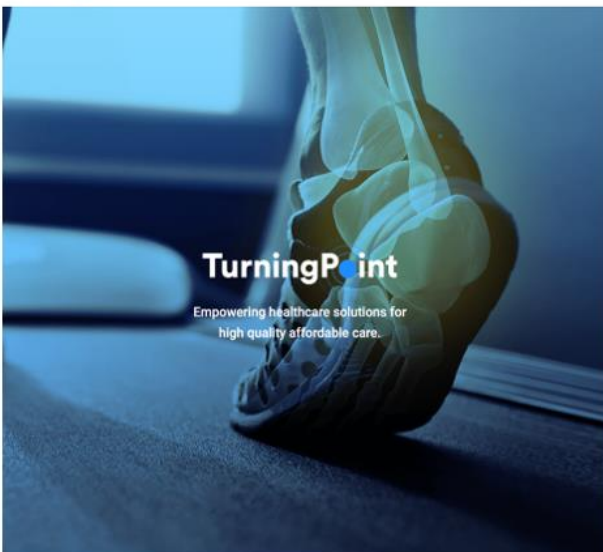
TurningPoint



1. Opening your preferred web browser, go to the following web address:  
<https://www.myturningpoint-healthcare.com>
2. Select the "Register for Access" link and follow the steps to download and open the Provider Portal Registration File. Once the Registration File has been completed, please save and send to [portalregistration@tpshealth.com](mailto:portalregistration@tpshealth.com).
3. A welcome email will be provided to each portal user with login credentials.

#### STEP 2- HOW TO LOG IN

TurningPoint



1. Opening your preferred web browser, go to the following web address:  
<https://www.myturningpoint-healthcare.com>

2. Enter your login credentials and click the “Login Now” button.
  - a. A welcome email with your login credentials will be provided by TurningPoint once you have been registered.
  - b. If you do not know your login and/or password, you can utilize the “Forgot Password?” link to update your password. If you do not know your email, please contact TurningPoint support at [portalsupport@tpshealth.com](mailto:portalsupport@tpshealth.com).

### STEP 3- HOME PAGE

The screenshot shows the TurningPoint Home Page interface. Callout 1 points to the navigation menu (HOME, ADD REQUEST, REQUESTS, POLICIES, HELP). Callout 2 points to the user profile (TU). Callout 3 points to the Announcements section, which contains a system downtime alert. Callout 4 points to the Request Summary section, which displays six status tiles: Awaiting Review (1), Under Review (1), Information Required (1), Approved (2), Partially Approved (1), and Denied (1). Callout 5 points to the Action Required section, which includes instructions and a table of draft and information required cases. Callout 6 points to the Requests section, which displays a table of current requests.

**3** Announcements  
ALERT! System Downtime Planned for Routine Maintenance Friday Evenings from 8:00PM - 12:00AM EST  
The TurningPoint Provider Portal will be unavailable during the maintenance period listed above. Direct access and single sign on to the portal will be affected. Thank you for your patience.

**4** Request Summary

Awaiting Review 1	Under Review 1	Information Required 1	Approved 2	Partially Approved 1	Denied 1
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**5** Action Required  
Cases in a Draft status have 10 days to be submitted or will be considered incomplete.  
Cases in an Information Required status should be reviewed and actioned as appropriate.

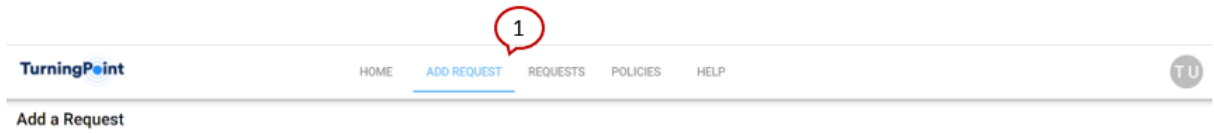
Status	Request	Patient	DOB	Procedure	Date Started	
Draft	TP1201665	JOHN SMITH	12/31/2000	Knee Replacement (Partial)	9/19/2023	VIEW EDIT UPLOAD DISCARD
Information Required	TP1201313	JOHN SMITH	12/31/2000	Ankle Fusion	7/12/2023	VIEW UPLOAD

**6** Requests

Status	Request	Patient	DOB	Procedure	Date Started	
Awaiting Review	TP1201664	JOHN SMITH	12/31/2000	ACL Repair	9/19/2023	VIEW EDIT UPLOAD
Under Review	TP1201634	JOHN SMITH	12/31/2000	ACL Repair	9/12/2023	VIEW UPLOAD

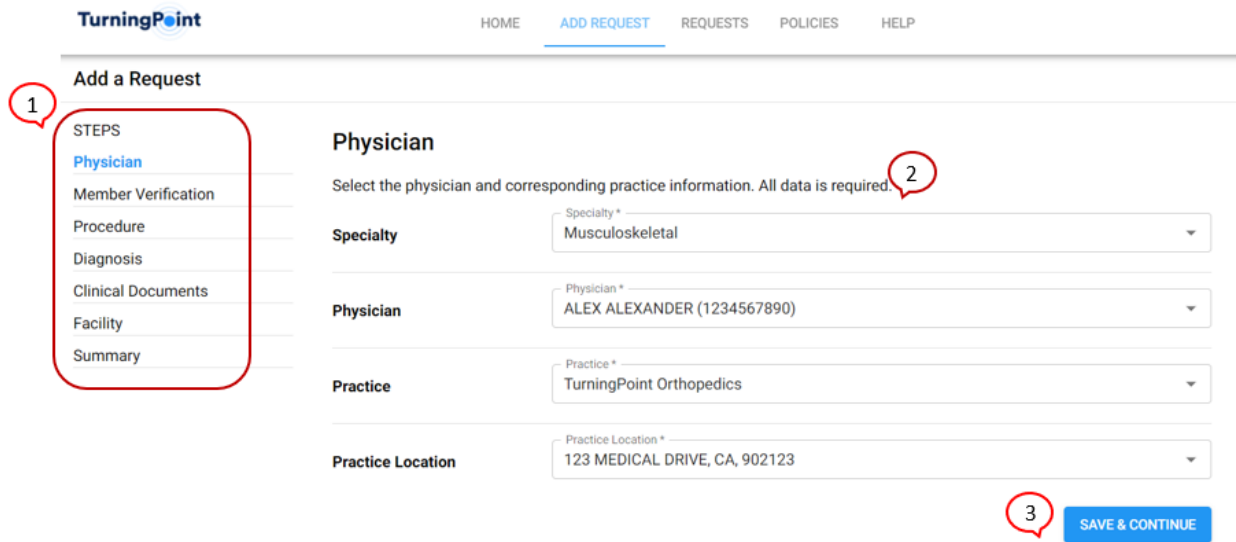
1. **Menu Navigation Bar** – To help you navigate to the different functional pages within the provider portal.
2. **Your Login information** – Allows you to change your password, select the language of the portal and logout.
3. **Announcements** – Important information regarding upcoming engagement opportunities, system maintenance, and health plan provider updates for your group.
4. **Request Summary** – Shows a snapshot of all your requests related to your group. 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.
5. **Action Required** – Shows all items requiring action, specific to your provider group, and can include incomplete drafts and additional information requested.
6. **Requests** – Allows you to see all requests related to your provider group.

### STEP 4- HOW TO SUBMIT A REQUEST FOR PRE-AUTHORIZATION



1. **Add Request** - Select to submit a new pre-authorization request.

### STEP 5- HOW TO ADD PHYSICIAN INFORMATION



1. **Add Request Wizard** – Showing you all the steps in the Add Request Intake Process and highlighting which step is currently active.
2. **Add Physician/Practice/Location** – Allows you to enter the specialty, provider and practice information. This information will be validated by our Clinical Operations team prior to the request being finalized.
3. **Save & Continue** – Navigation button that allows you to move forward within the Add Request Data Entry Form.

### STEP 6- HOW TO ADD PATIENT INFORMATION

TP1201665 - JOHN SMITH 1/1/2001

**STEPS**

- Physician  
ALEX ALEXANDER
- Member Verification**
- Procedure
- Diagnosis
- Clinical Documents
- Facility
- Summary

**Member Verification**

To confirm the patient's eligibility for this program, please provide the anticipated procedure date along with the member's subscriber ID or first name, last name, and date of birth. Click the "Search" button and select a patient from the results available.

**Estimated Date of Procedure**  12/01/2023  1

Search by MEMBER ID, FIRST NAME, LAST NAME, & DOB 2

**Search**

	Member ID	First Name	Last Name	Birth Date	
3	<input checked="" type="radio"/>	9867654321	JOHN	SMITH	01/01/2001

Height/Weight  BMI 4

**Height/Weight or BMI**

1. **Estimated Date of Procedure** – Allows you to enter the estimated date of service for the procedure.
2. **Patient Look-up** – Allows you to search by Member ID OR Patient Name and Date of Birth (DOB).
3. **Patient Selection** – Shows the search results from the information entered in step #2.
4. **Patient Information** – Height/Weight can be entered using inches/pounds OR cm/kg. You can also select and enter the BMI.

### STEP 7- HOW TO ADD PROCEDURE INFORMATION

**TurningPoint** HOME ADD REQUEST REQUESTS POLICIES HELP

TP1201665 - JOHN SMITH 1/1/2001

**STEPS**

- Physician  
ALEX ALEXANDER
- Member Verification  
DOS: 12/1/2023  
SMITH, JOHN  
DOB: 01/01/2001  
ID: 9867654321
- Procedure
- Diagnosis
- Clinical Documents
- Facility
- Summary

**Procedure**

Select the procedure name. Search filtered or all procedure codes. Click the 'Add' button to add a procedure code to the procedure code list. Click 'Remove' button to remove a procedure code from the procedure code list. Update the quantities in the procedure code list as necessary. All data is required.

**Procedure Name** Procedure \*

Search filtered (by procedure name)  Search all (3 character minimum)

**Procedure Codes**

Code	Quantity	
29888 - ARTHRS AIDED ANT CRUCIATE LIGM RPR/AGMNTJ/RCNSTJ	<input type="text" value="1"/>	<input type="button" value="REMOVE"/>

Will an implant (prosthetic, medical device, instrumentation and/or graft) be used for this procedure?  Yes  No

**Implant Information**

For surgical procedures utilizing an implant (prosthetic, medical device, instrumentation, and/or graft), please provide the product type, manufacturer, and product line. For spine grafts, the amount/size to be used must also be included.

**Prosthetics**

**Medical Devices**

**Instrumentation**

**Grafts**

- Procedure Name** – Allows you to find your procedure using a “plain language” name (i.e., ACL Repair, Hip Arthroscopy, etc.)
- Procedure Codes** – Allows you to search for CPT codes by filtered codes that coincide with the procedure name selected or the search all function filter CPT Codes related to the procedure selected.
- Code Selection** – Allows you to update the quantity of the CPT code and/or remove the CPT code.
- Implant Selection** – If “No” is selected, you will not be prompted to enter this information. If “Yes” is selected, you will be prompted to enter the implant information. The text boxes can be left blank if unknown.
- Implant Information** – Allows you to provide implant information (prosthetic, medical device, instrumentation and/or graft) for the request.

### STEP 8- HOW TO ADD DIAGNOSIS INFORMATION

TurningPoint
HOME   ADD REQUEST   REQUESTS   POLICIES   HELP

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TP1201665 - JOHN SMITH 1/1/2001

**STEPS**

- ✔ Physician  
ALEX ALEXANDER
- ✔ Member Verification  
DOS: 12/1/2023  
SMITH, JOHN  
DOB: 01/01/2001  
ID: 9867654321
- ✔ Procedure  
Knee Arthroscopy
- Diagnosis**
- Clinical Documents
- Facility
- Summary

### Diagnosis

Enter the name or first three digits of the diagnosis codes you wish to enter, this will prompt a search of all ICD coding. Please make your selection from the available list.

**Procedure Name**      Knee Arthroscopy 1

**Primary Diagnosis**        
S83.511A - Sprain of anterior cruciate ligament of right knee, initial encounter

**Secondary Diagnosis**     

PREVIOUS
SAVE & CONTINUE

- 1. Diagnosis** – The filter menu allows you to search for a diagnosis code by code or description of the diagnosis.

### STEP 9- HOW TO UPLOAD CLINICAL DOCUMENTS

TurningPoint
HOME   ADD REQUEST   REQUESTS   POLICIES   HELP

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TP1201665 - JOHN SMITH 1/1/2001

**STEPS**

- ✔ Physician  
ALEX ALEXANDER
- ✔ Member Verification  
DOS: 12/1/2023  
SMITH, JOHN  
DOB: 01/01/2001  
ID: 9867654321
- ✔ Procedure  
Knee Arthroscopy
- ✔ Diagnosis  
S83.511A - Sprain of anterior cruciate ligament of right knee, initial encounter
- Clinical Documents**
- Facility
- Summary

### Clinical Documents

To complete your authorization request please include the following clinical documentation:

- **Office visit notes:** history of present illness, physical exam, past medical history, surgical or procedure history, and a procedure plan from the performing physician
- **Imaging and test results:** all official reports of advanced imaging, laboratory or test results, and any prior procedure/surgery
- **Conservative treatments:** all alternative treatments the patient has attempted

- i PDF and Microsoft Word documents are allowed (.pdf, .doc, and .docx file types)
- i Document sizes are limited to 50MB 1

Drag & Drop your files or Click to Browse

Test Document.docx  
46 KB
Upload complete  
tap to undo

UPLOAD

PREVIOUS
CONTINUE

- 1. Clinical Information** – This box allows you to drag and drop the documents or select documents from your computer. Once documents are selected, select Upload and documents will attach to the request for review. You will have the ability to undo the upload and delete the document, if needed.



### STEP 10- HOW TO SELECT THE FACILITY

TurningPoint
HOME   ADD REQUEST   REQUESTS   POLICIES   HELP

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TP1201665 - JOHN SMITH 1/1/2001

**STEPS**

- Physician  
ALEX ALEXANDER
- Member Verification  
DOS: 12/1/2023  
SMITH, JOHN  
DOB: 01/01/2001  
ID: 9867654321
- Procedure  
Knee Arthroscopy
- Diagnosis  
S83.511A - Sprain of anterior cruciate ligament of right knee, initial encounter
- Clinical Documents  
Files uploaded: 1
- Facility**
- Summary

#### Facility

Select the site of service type and facility where the procedure will be performed. All data is required.

Site of Service Type\*

- Home
- Inpatient Hospital
- On-Campus Outpatient Hospital
- Doctors Office
- Observation Outpatient

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Network Affiliation

- In-Network
- Out-Of-Network/Out-of-State

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Facility Name

- Search by TIN
- Search by NPI
- Search by Facility Name (3 character minimum)

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	TIN	NPI	Facility Name	Facility Address
<input checked="" type="radio"/>	123456789	1234567891	TP ORTHOPEDICS	1234 ANYWHERE USA NASHVILLE, TN 12345

PREVIOUS
CONTINUE

1. **Site of Service Type** – Allows you to select the site of service of the facility. If Home or Doctors Office is selected, no facility information is required.
2. **Network Affiliation** – Allows you to select a facility by In-Network or Out-of-Network/Out-of-State affiliation.
3. **Facility Name** – Allows you to filter/search a facility, hospital or ambulatory surgery center based on the TIN, NPI or name.
4. **Facility Search** – Shows the results of facilities that may be used based on information provided in Step 2 and 3.

### STEP 11- HOW TO SUBMIT AND VIEW THE SUMMARY OF THE REQUEST ENTERED

TurningPoint
HOME   ADD REQUEST   REQUESTS   POLICIES   HELP

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TP1201665 - JOHN SMITH 1/1/2001

STEPS

- ✔ Physician  
ALEX ALEXANDER
- ✔ Member Verification  
DOS: 12/1/2023  
SMITH, JOHN  
DOB: 01/01/2001  
ID: 9867654321
- ✔ Procedure  
Knee Arthroscopy
- ✔ Diagnosis  
S83.511A - Sprain of anterior cruciate ligament of right knee, initial encounter
- ✔ Clinical Documents  
Files uploaded: 1
- ✔ Facility  
On-Campus Outpatient Hospital
- [Summary](#)

#### Summary 1

Your request summary is shown below. Please review the information and make any changes by clicking on a link to edit the request data, or click 'Submit Request' if the data is accurate.

SUBMIT REQUEST 2

Status	Draft		
Physician	ALEX ALEXANDER (NPI: 1234567890)		
Practice	ORTHOPEDIC ASSOCIATES		
Location	123 MEDICAL DRIVE, CA, 902123		
Payer	Default Payer		
Member Number	9867654321		
Patient	JOHN SMITH (01/01/2001)		
BMI	29.29		
Procedure Common Name	Knee Arthroscopy		
Procedures	Procedure	Requested Quantity	Reviewed Quantity
	29888 - ARTHRS AIDED ANT CRUCIATE LIGM RPR/AGMNTJ/RCNSTJ	1	
Initial Case Review Details	No guidelines		
Anticipated P. Date	11/30/2023		
End of Service Date	12/31/1899		
Primary Diagnosis	S83.511A - Sprain of anterior cruciate ligament of right knee, initial encounter		
Site	On-Campus Outpatient Hospital		
Documents	Date	Subject	File Name
	9/20/2023	Clinicals - uploaded document from provider portal	TP1201665 - Test Document.docx

DOWNLOAD (PDF) 3

PREVIOUS
SUBMIT

1. **Summary of the Request** – Allows you to review the request information previously submitted.
2. **Submit Request** – Submits the request to TurningPoint and removes the request from draft status.
3. **Download (PDF)** – Allows you to download and print the summary of the request.

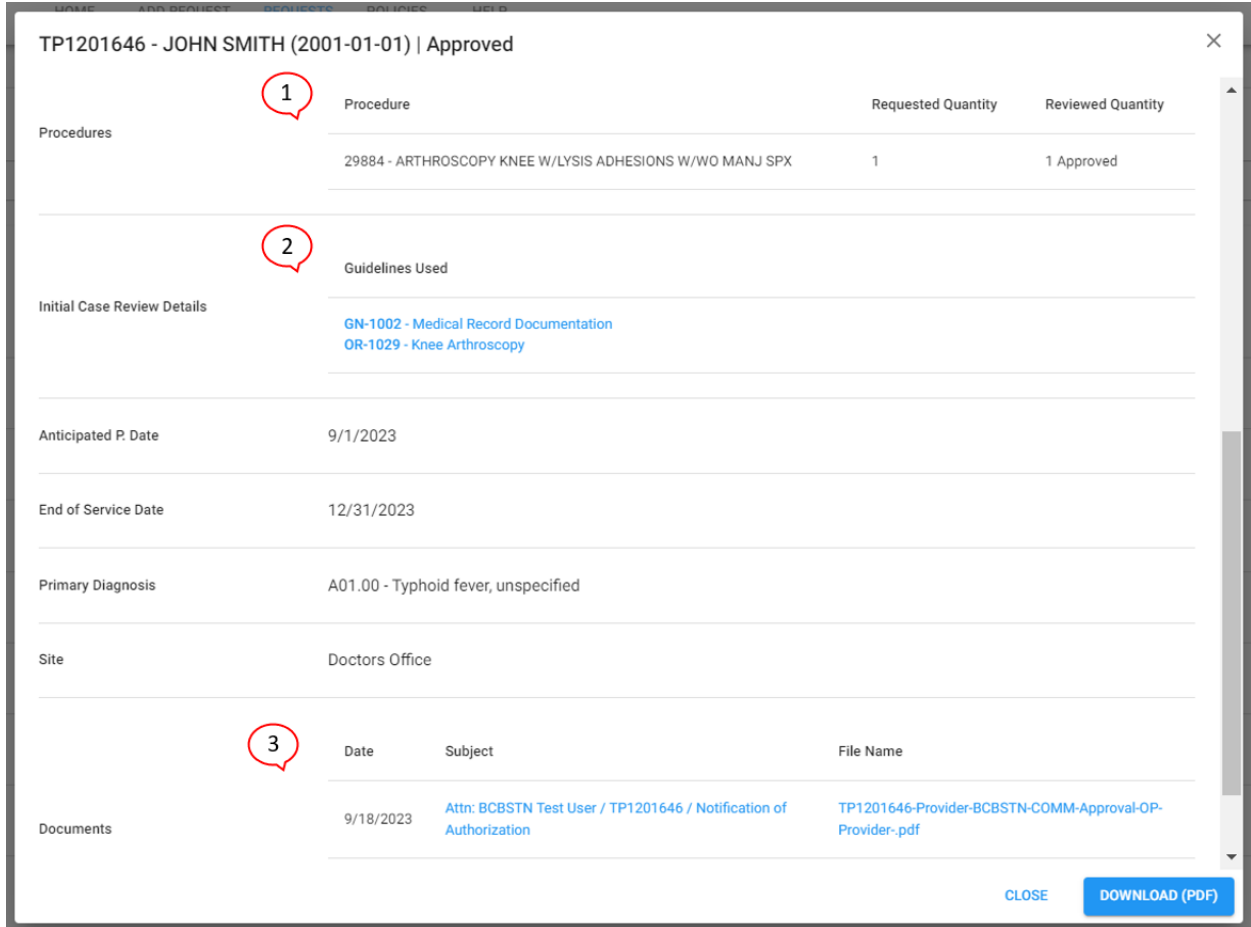
### ADDITIONAL HELPFUL TIPS

### REQUESTS

The screenshot displays the 'Requests Submitted' interface. At the top, the 'REQUESTS' tab is selected. Below it, a filter section allows searching by Status, Request ID, Patient, and Physician. The main table lists 8 requests with columns for Status, Request ID, Patient, and Procedure. Action buttons (VIEW, EDIT, UPLOAD) are visible for each request row.

Status	Request ↑	Patient	Procedure	
Draft	TP1201665	JOHN SMITH	Knee Arthroscopy	VIEW EDIT UPLOAD
Awaiting Review	TP1201664	JOHN SMITH	ACL Repair	VIEW EDIT UPLOAD
Denied	TP1201663	JOHN SMITH	Femoroacetabular Arthroscopy	VIEW
Approved	TP1201658	JOHN SMITH	ACL Repair	VIEW
Approved	TP1201646	JOHN SMITH	Knee Arthroscopy	VIEW
Under Review	TP1201634	JOHN SMITH	ACL Repair	VIEW UPLOAD

1. **Requests Tab** – The Requests tab allows you to see all requests related to your provider group.
2. **Filters** – The filter section allows you to search your provider group’s requests by Status, Request ID, Patient Name or ID and Physician Name or NPI.
3. **Request Action** – Allows you to view, edit or upload a request depending on the status of the request.
  - a. For requests in Draft or Awaiting Review status, you can view, edit or upload clinical documents.
  - b. For requests that are Under Review, you can view and upload clinical documents.
  - c. For requests that are determined (Approved, Partially Approved or Denied), you can view the request information.



TP1201646 - JOHN SMITH (2001-01-01) | Approved

Procedures	Procedure	Requested Quantity	Reviewed Quantity
	29884 - ARTHROSCOPY KNEE W/LYSIS ADHESIONS W/WO MANJ SPX	1	1 Approved

Initial Case Review Details

Guidelines Used

- [GN-1002 - Medical Record Documentation](#)
- [OR-1029 - Knee Arthroscopy](#)

Anticipated P. Date: 9/1/2023

End of Service Date: 12/31/2023

Primary Diagnosis: A01.00 - Typhoid fever, unspecified

Site: Doctors Office

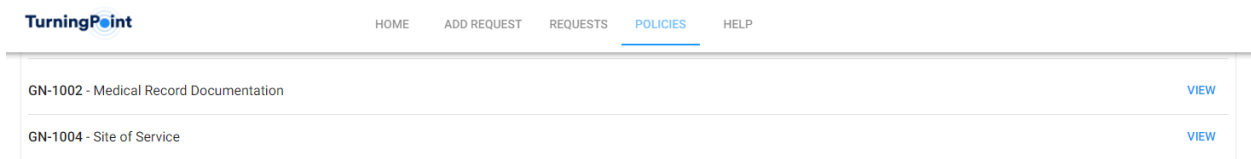
Documents	Date	Subject	File Name
	9/18/2023	Attn: BCBSTN Test User / TP1201646 / Notification of Authorization	TP1201646-Provider-BCBSTN-COMM-Approval-OP-Provider-.pdf

CLOSE DOWNLOAD (PDF)

**View Request** – When selecting View for a determined request, this allows you to review the request summary and the following information:

1. **Procedure codes** – Review quantity of approved and denied CPT codes.
2. **Guidelines Used** – Review medical policies and clinical guidelines that were used to review the request.
3. **Documents** – Review all clinical documents that were uploaded for this request and the determination letters that are sent to the provider and member.

## POLICIES



TurningPoint HOME ADD REQUEST REQUESTS **POLICIES** HELP

GN-1002 - Medical Record Documentation	<a href="#">VIEW</a>
GN-1004 - Site of Service	<a href="#">VIEW</a>

1. **Policies Tab** – The Policies tab allows you to select and review Medical Policies and Clinical Guidelines.

### HELP: CONTACT CUSTOMER SERVICE

TurningPoint

HOME   ADD REQUEST   REQUESTS   POLICIES   HELP

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Help

#### Helpful Information

Name	Email	Phone
Portal Support	<a href="mailto:portalsupport@turningpoint-healthcare.com">portalsupport@turningpoint-healthcare.com</a>	855-275-4500
Compliance	<a href="mailto:compliance@turningpoint-healthcare.com">compliance@turningpoint-healthcare.com</a>	855-391-5832

#### Frequently Asked Questions

- How do I reset or change my password? ▼
- I dont see all of my providers listed in the portal? Why? ▼
- Will I be notified if my session is going to time out? ▼
- Does TurningPoint have multiple language support? ▼

- 1. Help Tab** – The Help tab provides key contact information to help support you and resolve issues that arise. Helpful articles and information may also appear on the Help tab to support your practice. Directions for oral and written translations are also found under this tab.

### QUICK REFERENCE SHEET

**HOURS OF AVAILABILITY: MONDAY – FRIDAY\* | 8:00 AM TO 5:00 PM OF EACH REGULAR BUSINESS DAY IN EACH TIME ZONE WHERE TURNINGPOINT CONDUCTS ITS REVIEW ACTIVITIES.**

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

#### PROVIDER RELATIONS SUPPORT:

PH: 866-422-0800 | [PROVIDERSUPPORT@TPSHEALTH.COM](mailto:PROVIDERSUPPORT@TPSHEALTH.COM)

#### Portal support

[portalsupport@tpshealth.com](mailto:portalsupport@tpshealth.com)

#### UTILIZATION MANAGEMENT & PRECERTIFICATION:

Web portal intake: <https://www.myturningpoint-healthcare.com>

#### TECHNICAL SUPPORT:

PH: 855.275.4500 | [PORTALSUPPORT@TPSHEALTH.COM](mailto:PORTALSUPPORT@TPSHEALTH.COM)

#### Recommended Web Browsers:

- 1) Google Chrome
- 2) Microsoft Edge
- 3) Apple Safari
- 4) Mozilla Firefox

#### Recommended Screen Resolution to support:

- ✓ 1280x1024

#### Additional Browser Settings/Plugins Needed:

- ✓ Adobe PDF Reader
- ✓ JavaScript Enable

#### Required Minimum Screen Resolution:

- ✓ 1024x768