TurningPoint

Provider Training Manual

Key Contact Information:

Portal Support
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.
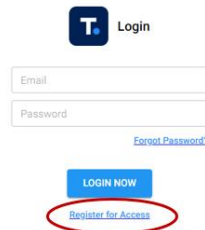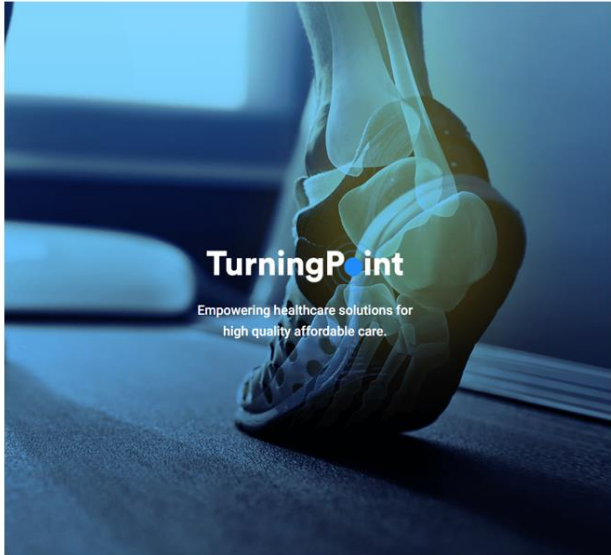
DOCUMENT OVERVIEW

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

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.
3. A welcome email will be provided to each portal user with login credentials.

STEP 2- HOW TO LOG IN

1. Opening your preferred web browser, go to the following web address:
    https://www.myturningpoint-healthcare.com
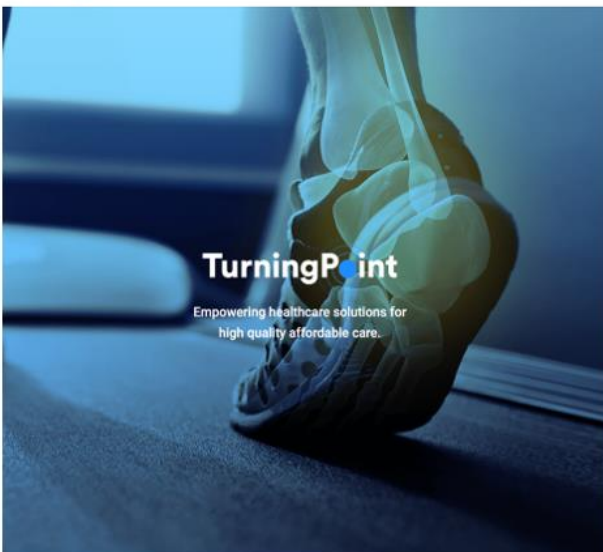
2. Enter your login credentials and click the "Login Now" button.
    a. A welcome email with your login credentials will be provided by TurningPoint once you have been registered.
    b. If you do not know your login and/or password, you can utilize the "Forgot Password?" link to update your password. If you do not know your email, please contact TurningPoint support at portalsupport@tpshealth.com.

STEP 3- HOME PAGE

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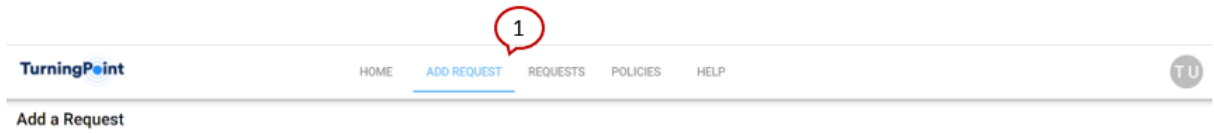
1. **Add Request** - Select to submit a new pre-authorization request.

STEP 5- HOW TO ADD PHYSICIAN INFORMATION
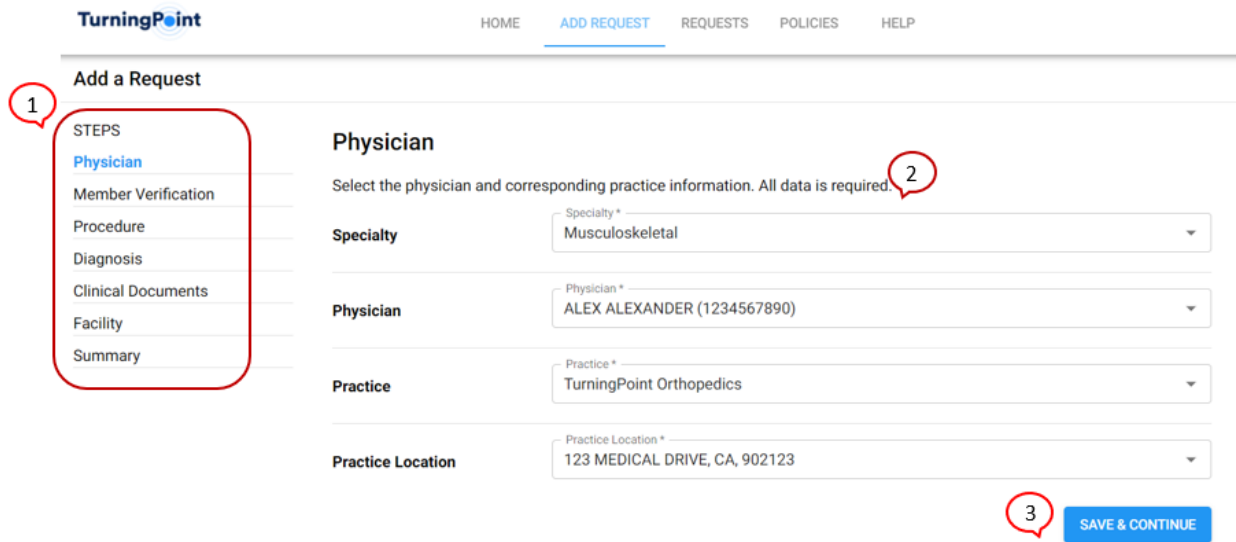
1. **Add Request Wizard** – Showing you all the steps in the Add Request Intake Process and highlighting which step is currently active.
2. **Add Physician/Practice/Location** – Allows you to enter the specialty, provider and practice information. This information will be validated by our Clinical Operations 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

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

1. **Procedure Name** – Allows you to find your procedure using a "plain language" name (i.e., ACL Repair, Hip Arthroscopy, etc.)
2. **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.
3. **Code Selection** – Allows you to update the quantity of the CPT code and/or remove the CPT code.
4. **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.
5. **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

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

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

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

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.
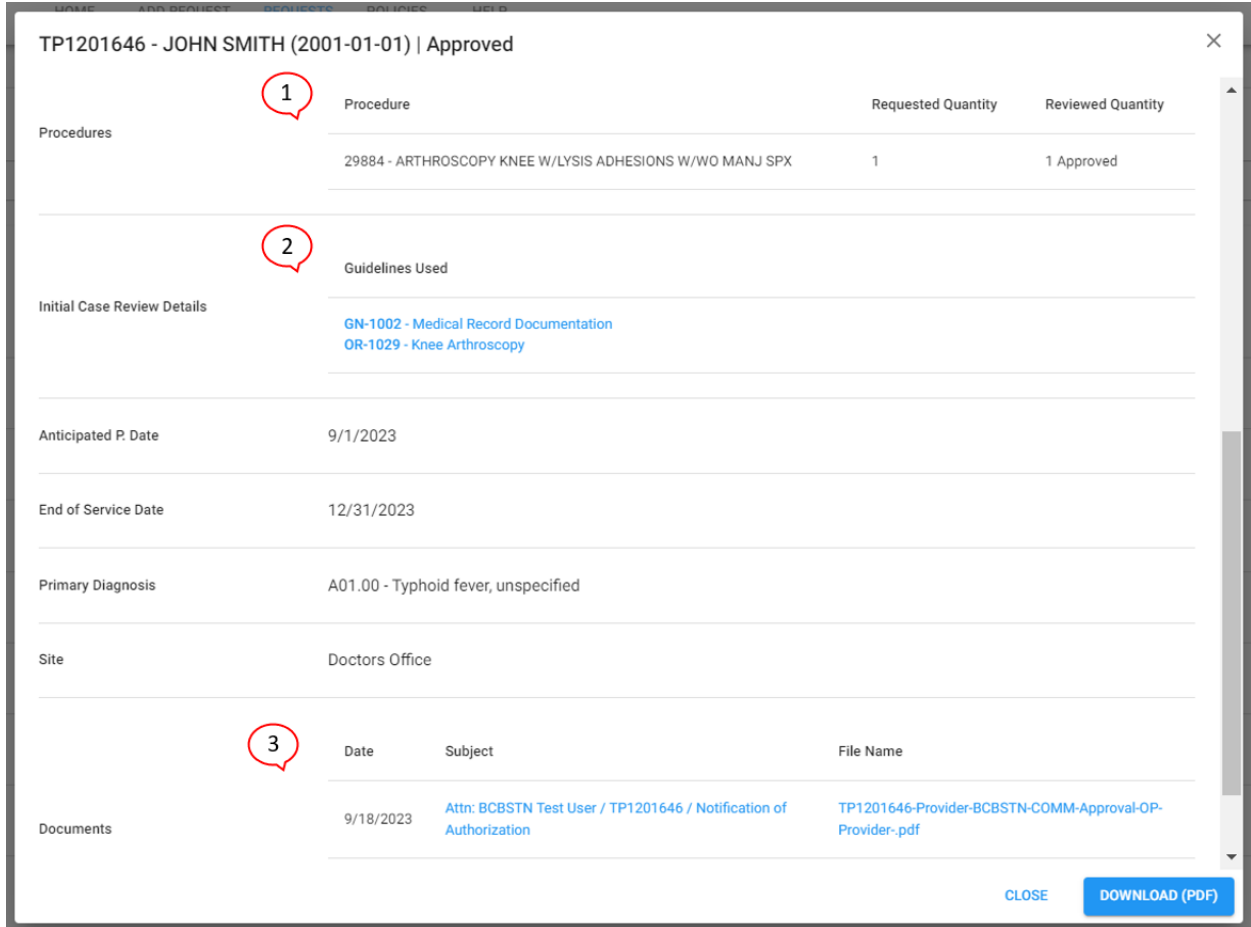
ADDITIONAL HELPFUL TIPS

REQUESTS

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.

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

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

HELP: CONTACT CUSTOMER SERVICE

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

Portal support
portalsupport@tpshealth.com

UTILIZATION MANAGEMENT & PRECERTIFICATION:
Web portal intake: https://www.myturningpoint-healthcare.com

TECHNICAL SUPPORT:
PH: 855.275.4500 | 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