

TurningPoint Medicaid Notification

AUGUST 2020

ILLINOIS

Dear Providers,

Meridian is pleased to announce the expansion of our Surgical Quality and Safety Management Program with TurningPoint Healthcare Solutions, LLC. (TurningPoint) to now include our Medicaid members. This program has been in place for MeridianComplete (Medicare-Medicaid Plan [MMP]) since January 2020. We will be implementing this program for our Medicaid plan, MeridianHealth, effective October 1, 2020. This program is designed to work with physicians in promoting patient safety through high quality and cost-effective care for Meridian members undergoing Musculoskeletal Surgical Procedures.

Program highlights include:

- Administrative Tools to support an efficient, user-friendly authorization process for procedures requiring precertification, in addition to procedures that do not require pre-certification but need recommended medical necessity determinations. The tools also support easy and efficient post-procedural documentation submission, which will be shared with Meridian 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
- Provider Performance Incentives for providers who comply with program requirements to practice high quality, cost-effective care
- Reporting and Analytics that give physicians and practice administrators greater visibility and transparency into their performance compared to the practice as a whole and the rest of the market
- Food and Drug Administration (FDA) Recall Tracking and Monitoring to facilitate timely and consistent notification to the physician, patient, and plan when a member has received or needs a revision surgery due to a Class I or II FDA device recall

Prior authorization for medical necessity and appropriate length of stay (when applicable) is delegated to TurningPoint. In addition, prior authorization will be required for the following surgical procedures in both inpatient and outpatient settings:

Joint Reconstructive & Fusion Surgeries (Including all associated revision surgeries)	Sports Medicine Surgeries
<ul style="list-style-type: none">• Knee Arthroplasty• Hip Arthroplasty• Shoulder Arthroplasty• Elbow Arthroplasty• Ankle Arthroplasty• Wrist Arthroplasty	<ul style="list-style-type: none">• ACL Repair• Acromioplasty & Rotator Cuff Repair• Femoroacetabular Arthroscopy• Knee Arthroscopy• Hip Arthroscopy• Meniscal Repair (with or w/o allograft)• Osteochondral Defect Repair

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Spine Surgeries (Including all associated revision surgeries)	
<ul style="list-style-type: none"> • Spinal Fusions (Cervical, Lumbar, Thoracic, Sacroiliac, Sacral, Scoliosis) • Laminectomy/Discectomy (Cervical, Lumbar, Thoracic, Sacral) • Disc Replacement (Cervical, Lumbar, Thoracic) 	<ul style="list-style-type: none"> • Kyphoplasty • Vertebroplasty • Corpectomy • Implantable Pain Pump • Spinal Cord Neurostimulator • Spinal Decompression

For a complete list of TurningPoint service codes, please see the TurningPoint Scope of Services spreadsheet on the Meridian Provider Bulletins page.

TurningPoint's Utilization Management & Precertification Contact Information:

- Web Portal Intake: www.myturningpoint-healthcare.com
- Telephonic Intake: 877-659-3409
- Fax Intake: 773-819-2024

Key Provisions:

- Emergency-related procedures do not require authorization
- It is the responsibility of the ordering physician to obtain authorization
- Providers rendering the above services should verify that the necessary authorization has been obtained. Failure to do so may result in non-payment of your claims

Please see below for upcoming webinar opportunities to learn more about the TurningPoint program:

Day of the Week	Date	Time	Registration Link
Tuesday	August 25, 2020	10 a.m. – 11 a.m.	https://attendee.gotowebinar.com/rt/3027825633263034379
Wednesday	August 26, 2020	1 p.m. – 2 p.m.	
Thursday	August 27, 2020	10 a.m. – 11 a.m.	
Tuesday	September 1, 2020	2 p.m. – 3 p.m.	
Wednesday	September 2, 2020	10 a.m. – 11 a.m.	
Thursday	September 3, 2020	1 p.m. – 2 p.m.	

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

If you have any questions or would like additional information, please contact a Meridian representative at 866-606-3700.



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Thank you for your partnership in caring for our members.

Sincerely,

Meridian