



September 5<sup>th</sup>, 2019

Regarding: Home State Health Surgical Quality and Safety Management Program

Dear Home State Health Provider:

Home State Health is pleased to announce the launch of a new and innovative Surgical Quality and Safety Management Program, effective December 9, 2019. The program is designed to work collaboratively with physicians to promote patient safety through the practice of high quality and cost-effective care for Home State Health members undergoing Musculoskeletal Surgical Procedures.

Program highlights includes:

- ✓ **Administrative Tools** to support an efficient, user-friendly authorization process for procedures requiring precertification, in addition to recommended medical necessity determinations for procedures that do not require precertification. Easy and efficient post-procedural documentation submission that is shared with Home State Health to facilitate timely claims payment.
- ✓ **Specialized “Peer to Peer” Engagement** where a TurningPoint physician (from the same specialty) engages providers regarding authorization requests that require additional clinical discussion to validate the clinical appropriateness of the procedure specific to each 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.
- ✓ **Reporting, and Analytics** that gives providers and practice administrators greater visibility and transparency into their performance compared to the practice as a whole, as well as the rest of the market.
- ✓ **FDA Recall Tracking and Monitoring** to facilitate timely and consistent notification to the provider, patient, and to Home State Health when a member has received or needs a revision surgery due to a Class I or II FDA device recall.

This correspondence serves as notice under your Participating Home State Health Provider Agreement of these program changes, effective December 9, 2019.

The program will include the following Home State Health Membership: **Medicaid, AmBetter, AllWell**

**Contact Provider Partnership:** .....

**HomeStateHealth.com**

**Allwell.HomeStateHealth.com**

**Ambetter.HomeStateHealth.com**

**Home State: 1-855-694-4663**

**MAPD: 1-855-766-1452 / D-SNP: 1-833-298-3361 / TTY:711**

**Ambetter: 1-855-650-3789 TTY/TDD: 1-877-250-6113**



Home State Health delegated Prior Authorization for medical necessity and appropriate length of stay (when applicable) to **TurningPoint Healthcare Solutions, LLC**. Prior Authorization is required for the following surgical procedures in *both inpatient and outpatient settings*:

**By Web:**

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

**By Phone:**

Home State Health Medicaid: 1-855-694-4663

Allwell from Home State Health (MAPD): 1-855-766-1452

Allwell from Home State Health (DSNP): 1-833-298-3361

Ambetter from Home State Health: 1-855-650-3789

**By Fax:**

Turning Point: 1-573-469-4352

**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 is obtained. Failure to do so may result in non-payment of your claims.

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

We will provide additional information and training opportunities, as we get closer to the effective date of the program. Should you have any questions at this time, please contact the Home State Health Provider Services team at the phone numbers above.

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