

## FREQUENTLY ASKED QUESTIONS

### TURNINGPOINT'S UTILIZATION MANAGEMENT & PRECERTIFICATION CONTACT INFORMATION:

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

Telephonic Intake: (855) 694-4663

**1. Who is TurningPoint Healthcare Solutions, LLC?**

TurningPoint Healthcare Solutions, LLC (TurningPoint) provides an innovative Ears, Nose, & Throat (ENT) Surgeries & Sleep Study Management Program which empowers the collaboration of patients, payers, and providers to improve the quality and affordability of healthcare services. Our comprehensive solution integrates evidence-based utilization management guidelines with clinical best practices, site of service optimization, specialized peer to peer engagement, claims review and management, innovative quality programs, and advanced reporting and analytics to promote the overall health management of each member.

**2. What is the relationship between Home State Health /Centene Corporation and TurningPoint?**

Home State Health /Centene Corporation has contracted with TurningPoint to provide an innovative solution to work collaboratively with providers, facilities and physicians to reduce treatment variability, promote safety, quality of care improvements, and support for your patients. As part of this program, Home State Health has delegated its utilization management function to TurningPoint for a limited scope of procedures (see FAQ question 5 for a detailed listing of procedures included in the scope of the program).

**3. Which Centene group members are impacted?**

Provider Network	Member Plan Names
CFC (Medicaid)	MO HealthNet Managed Care

**4. Will new ID cards be issued to the appropriate members?**

No new ID cards will be issued to the members. Providers will be redirected to TurningPoint by the Utilization Management Departments within Home State Health and Centene. TurningPoint will also be actively engaged in the education of each provider practice to ensure they have the appropriate contact information to limit the number of redirections that need to take place.

**5. What procedures will require prior authorizations?**

**EARS, NOSE, & THROAT (ENT) SURGERIES**

- ✓ Tonsillectomy &/or Adenoidectomy
- ✓ Sinus Surgery
- ✓ Rhinoplasty, Septoplasty
- ✓ Laryngoscopy/Laryngoplasty
- ✓ Cochlear Device (hearing)
- ✓ Tympanostomy/Tympanoplasty
- ✓ Thyroidectomy/Parathyroidectomy
- ✓ Ballon Dilation Esophagoscopy

**SLEEP STUDY PROCEDURES**

- ✓ Polysomnography
- ✓ Multiple Sleep Latency (OR)  
Maintenance of Wakefulness Testing
- ✓ Sleep Study
- ✓ Actigraphy
- ✓ Home Sleep Test

*Prior Authorization is required for inpatient, outpatient, doctor's office, and/or in-home settings for these procedures. Clinical coding specific to the procedures included in the program may be accessed using the provider auth tool at [www.homestatehealth.com](http://www.homestatehealth.com). Please note the coding is subject to regular updates/changes as CPT/HCPCS coding is added or deleted.*

**6. What happens if TurningPoint receives a request that is not within the ENT Surgery and/or Sleep Study scope above?**

When TurningPoint receives each request for prior authorization, the procedure and medical codes are validated against the scope of services agreed upon between TurningPoint and Home State Health Plan. If the request received is determined to be out of scope, TurningPoint will forward the request onto the appropriate Utilization Review team within the Home State Health (or Centene) based on the member's eligibility plan product information.

**7. What medical providers will be affected by this agreement?**

All Otolaryngology and Sleep Medicine providers whose members fall under the enrolled plan names will be affected.

**8. Do emergency room visits require a prior authorization from TurningPoint?**

No, emergent surgeries do not require a prior authorization from TurningPoint.

**9. How do I obtain a Prior Authorization from TurningPoint?**

Providers may initiate a prior authorization request through TurningPoint's portal at <https://myturningpoint-healthcare.com> or by calling 1-(855) 694-4663.

**10. What are TurningPoint's hours and days of operation?**

TurningPoint is available 8:00am – 5:00pm of each normal business day in each time zone where the TurningPoint conducts its review activities. In the event a provider needs to contact TurningPoint for prior authorization after hours or on weekends, TurningPoint has medical professionals on-call 24 hours a day, 7 days a week.

**11. What information will be required to obtain a prior authorization?**

The following minimum information is requested when a provider calls, faxes or utilizes the portal:

- a. Provider Information
- b. Facility Information & Anticipated Surgery Date
- c. Health Plan Information
- d. Member Information
- e. Requested Procedures/Diagnosis
- f. Relevant Clinical Information for the member

**12. How long will the prior authorization process take?**

*\*turnaround time shall not exceed listed timeframes*

Plan Product   Line of Business	Standard (Non-Urgent) TAT*	Expedited (Urgent) TAT*	Retrospective
Medicaid Plan	36 hours, including 1 business day	24 hours	30 calendar days

**13. Does obtaining a prior authorization number guarantee payment?**

The authorization number is not a guarantee of payment. Claims submitted for these services will also be subject, but not limited to the following:

- a. Member eligibility at the time services were provided
- b. Benefit limitations and/or exclusions
- c. Appropriateness of codes billed
- d. Medical Necessity review, if prior authorization does not occur

**14. How long will the authorization approval be valid?**

Prior Authorizations are valid for 30 calendar days for outpatient procedures and 1 day for the day of planned admission.

**15. Will TurningPoint be processing claims for Home State Health?**

No, TurningPoint Healthcare is not delegated to process claims. Providers should continue to submit claims as they do currently. Claims submitted without the approved authorization may be denied for payment.

**16. Who is responsible for requesting the prior authorization?**

The physician's/provider's office who requests the procedure should request the prior authorization.

**17. How are providers/members notified of the outcome of the prior authorization request?**

Providers will be notified by a courtesy call regardless of the status of the request. The provider, facility and member will (where appropriate), receive a notification determination letter regarding the request status along with supporting information. In addition, the member will receive a call specific to denied authorization.

**18. If a provider wishes to modify a request or if there is a change in the surgical plan during the procedure, does the office need to notify TurningPoint to update the authorization?**

Yes. Providers should call TurningPoint to notify them of any modification to request. Modifications to a preauthorization request must be communicated immediately following the date of service for the surgical procedure.

**19. What happens if the TurningPoint medical review team denies the procedure?**

Once an adverse determination is rendered, TurningPoint calls both the requesting provider office and the member to explain the rationale for the denial. When speaking with the provider's office, TurningPoint offers the physician the opportunity to schedule a peer to peer conversation with the TurningPoint reviewer. Following this call, TurningPoint will send notification letters to the provider, member and to the facility, (where appropriate) detailing the rationale for the denial and peer to peer directions.

**20. What qualifications do the TurningPoint physicians have in order to review prior authorization requests?**

TurningPoint employs Otolaryngology & Sleep Medicine physicians who have all held positions within the various associations related to their specialties:

- ✓ Former Director of the sleep program at Stanford University
- ✓ Current Chief of the ENT Department at Colorado University
- ✓ Former chair of the University of Virginia ENT Department
- ✓ Former Division Chief of ENT at Howard University Hospital, Professor Emeritus
- ✓ Emeritus Chair, Department of Otolaryngology/Head and Neck Surgery at UNC School of Medicine
- ✓ Current professor of Medicine at Stanford University specializing in Pediatric Pulmonology
- ✓ Dept chair of ENT at Thomas Jefferson University

**21. Who do I contact with questions or any support needs regarding the program?**

For questions regarding the TurningPoint ENT Surgeries & Sleep Study Management Program, or to setup an in-service with your practice, please call 1-(855) 694-4663