

# Commitment to Communication

*From your Provider Relations team.*



2 Executive Park Drive • Bedford, NH 03110

## New Musculoskeletal Surgical Quality and Safety Management Program in Partnership with TurningPoint

NH Healthy Families is pleased to announce an innovative Musculoskeletal Surgical Quality and Safety Management Program for its Medicaid and Ambetter (Marketplace) members. The program is designed to work collaboratively with physicians to promote patient safety through the practice of high quality and cost-effective care for NH Healthy Families and Ambetter members undergoing Musculoskeletal Surgical Procedures.

### Program highlights Include:

- ✓ **Administrative Tools** to support an efficient, user-friendly request process for obtaining medical necessity prior authorizations for procedures that require precertification. Easy and efficient post-procedural documentation submission that will be shared with NH Healthy Families 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.
- ✓ **Reporting and Analytics** that gives physicians 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 physician, patient, and to NH Healthy Families 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 NH Healthy Families and/or Ambetter Provider Agreement of these program changes, effective **10/1/2020**. Physicians will be able to begin submitting requests to TurningPoint for Prior Authorization beginning on 9/14/2020 for dates of service on or after 10/1/2020. While it is the responsibility of the rendering physician to obtain prior authorization, facility providers are encouraged to contact TurningPoint to verify the prior authorization has been complete for NH Healthy Families and Ambetter members prior to admission.

1-866-769-3085 (NH Healthy Families)

1-844-265-1278 (Ambetter)

TDD/TTY: 1-855-742-0123

[NHhealthyfamilies.com](http://NHhealthyfamilies.com)  
[ambetter.nhhealthyfamilies.com](http://ambetter.nhhealthyfamilies.com)

Prior Authorization for medical necessity and targeted length of stay (when applicable) has been delegated to **TurningPoint Healthcare Solutions, LLC** and will be required for the following surgical procedures in both inpatient and outpatient settings:

## MUSCULOSKELETAL

### Orthopedic Surgical Procedures

*Including all associated partial, total, and revision surgeries*

- ✓ Knee Arthroplasty
- ✓ Unicompartamental/Bicompartamental Knee Replacement
- ✓ Hip Arthroplasty
- ✓ Shoulder Arthroplasty
- ✓ Elbow Arthroplasty
- ✓ Ankle Arthroplasty
- ✓ Wrist Arthroplasty
- ✓ Acromioplasty and Rotator Cuff Repair
- ✓ Anterior Cruciate Ligament Repair
- ✓ Knee Arthroscopy
- ✓ Hip Resurfacing
- ✓ Meniscal Repair
- ✓ Hip Arthroscopy
- ✓ Femoroacetabular Arthroscopy
- ✓ Ankle Fusion
- ✓ Shoulder Fusion
- ✓ Wrist Fusion
- ✓ Osteochondral Defect Repair

### Spinal Surgical Procedures

*Including all associated partial, total, and revision surgeries*

- ✓ Spinal Fusion Surgeries
  - ✓ Cervical
  - ✓ Lumbar
  - ✓ Thoracic
  - ✓ Sacral
  - ✓ Scoliosis
- ✓ Disc Replacement
- ✓ Laminectomy/Discectomy
- ✓ Kyphoplasty/Vertebroplasty
- ✓ Sacroiliac Joint Fusion
- ✓ Implantable Pain Pumps
- ✓ Spinal Cord Neurostimulator
- ✓ Spinal Decompression

#### TurningPoint's Utilization Management & Precertification Contact Information:

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

Telephonic Intake: 855-909-6222

Facsimile Intake: 603-836-8903

#### 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.
- Clinical Policies are available by contacting TurningPoint at 855-909-6222 for access to digital copies.

#### Training

Informational webinars are available! Please register at:

<https://attendee.gotowebinar.com/rt/521067760727541771>

We appreciate your support and look forward to your cooperation in assuring that NH Healthy Families and Ambetter members receive high quality, cost-effective care for these surgical procedures. You may access a copy of this notice as well as a detailed list of the impacted CPT codes on our website at <http://www.myturningpoint-healthcare.com>. We will also provide additional information and training opportunities as we get closer to the effective date of the program. If you have any questions, please contact NH Healthy Families at 1-866-769-3085.

Sincerely,

NH Healthy Families

Ambetter from NH Healthy Families

1-866-769-3085 (NH Healthy Families)

1-844-265-1278 (Ambetter)

TDD/TTY: 1-855-742-0123

NHhealthyfamilies.com  
ambetter.nhhealthyfamilies.com