Provider Training Manual
Surgical and Implantable Device Management Program
# Key Contact Information:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone Number</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brandi Patterson</td>
<td>Provider Relations Representative</td>
<td>1-855-275-4500 Ext. 3271</td>
<td><a href="mailto:HorizonNJproviders@turningpoint-healthcare.com">HorizonNJproviders@turningpoint-healthcare.com</a></td>
</tr>
<tr>
<td>Stacy Wolf</td>
<td>Vice President, Client Solutions</td>
<td>1-805-869-7648</td>
<td><a href="mailto:swolf@turningpoint-healthcare.com">swolf@turningpoint-healthcare.com</a></td>
</tr>
</tbody>
</table>

# Utilization Management & Precertification:

[https://navinet.navimedix.com/](https://navinet.navimedix.com/)
Phone: 1-833-436-4083 | 1-862-772-1003

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Program Overview

Horizon Blue Cross Blue Shield of New Jersey has contracted with TurningPoint Healthcare Solutions, LLC (TurningPoint) to offer a comprehensive strategy to managing the unique complexities of surgical procedures and medical device utilization that will enable you, the Physician, to ensure an increase in the safety and quality of care for your patients. The Surgical and Implantable Device Management Program is designed to create a collaborative environment between Providers, TurningPoint and Horizon that promotes patient safety through the practice of high quality and cost-effective care for Horizon’s members.

This Provider Training Manual will provide you with an overview of the Program implementation and operational processes, and how to submit requests to TurningPoint for Prior Authorization and/or Medical Necessity Determinations prior to the occurrence of the surgical procedure. As of December 3, 2018, you will be participating in the Program for Horizon BCBSNJ’s Commercial Fully Insured Members. TurningPoint looks forward to working with you on this important initiative to improve the quality and safety of surgical procedures for our members.

PROGRAM HIGHLIGHTS INCLUDE:

✓ **Administrative Tools** to support an efficient, user friendly process for procedures requiring prior authorization, in addition to recommended medical necessity determinations (MND) for procedures which do not require prior authorization. Easy and efficient post-procedural documentation submission which will be shared with Horizon BCBSNJ to facilitate timely claims payment.

✓ **Specialized “Peer to Peer” Engagement** where a TurningPoint physician (from the same specialty) engages the provider regarding authorization and MND 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.

✓ **Device/Implant Management** that provides evidence-based criteria ensuring clinically appropriate, high quality, cost effective device selection.
COVERED PROCEDURES
Prior Authorization and/or MND reviews, and the appropriate length of stay (when applicable), has been delegated to TurningPoint for the following surgical procedures in both inpatient and outpatient settings.

Joint Reconstructive & Fusion Surgeries
(Including all associated revision surgeries)
- Knee Arthroplasty
- Hip Arthroplasty
- Shoulder Arthroplasty
- Elbow Arthroplasty
- Ankle Arthroplasty
- Wrist Arthroplasty
- Hip Resurfacing
- Shoulder Fusion
- Elbow Fusion
- Ankle Fusion
- Wrist Fusion

Sports Medicine Surgeries
- ACL Repair
- Acromioplasty & Rotator Cuff Repair
- Femoroacetabular Arthroscopy
- Knee Arthroscopy
- Hip Arthroscopy
- Meniscal Repair (with or w/o allograft)
- Osteochondral Defect Repair

Note: A current list of relevant CPT and HCPCS codes for the above procedures can be accessed at HorizonBlue.com/turningpoint.

OPERATIONAL PROCESS
The operational processes are designed to help improve the efficiency and timeliness of your authorizations, claims validation and payment processing:
OUT-OF-NETWORK PROCESS
In an effort to support Horizon BCBSNJ’s member with their selection of Out-Of-Network Providers, TurningPoint’s intake team will help identify and track out-of-network providers that are providing medical services during the surgical procedure including but not limited to the primary surgeon (who is requesting the procedure for MND), the facility provider, and any and all known assisting medical providers such as an assistant surgeon, physician’s assistant, anesthesiologist, etc. Horizon BCBSNJ has an Out-Of-Network Attestation Form to help educate the member and notate their agreement to use their Out-Of-Network benefit for their upcoming procedure.

This Attestation form is available via the Provider Portal on the Help menu (Help Tab). Additionally, as a provider, you can contact TurningPoint’s Utilization Management team at 1-833-436-4083, if you are not a registered provider portal user.

PROVIDER CUSTOMER SERVICE & ON-GOING SUPPORT
Our Provider Relations and Utilization Management teams are dedicated to the continued support of your staff. We’ve developed a series of meetings, on-site trainings, and webinar options to engage you and your staff during the implementation phase as well as ongoing after the initial launch of the Program. Each meeting is an opportunity to engage with both TurningPoint and Horizon BCBSNJ regarding questions and concerns you may have, as well as highlight the value the Program will bring to your practice and patients.

1) The Initial Program Introduction includes a high-level review of the Program components, highlights the benefits and tools available to you and your practice, the authorization/MND and system features, and includes a discussion forum where you and your staff can ask clarifying questions and offer feedback regarding future enhancements TurningPoint and Horizon BCBSNJ may want to consider to improve the Program after its initial launch.

2) Clinical Discussions regarding evidence-based treatment guidelines used for Prior Authorization and/or MNDs are available upon request. This discussion can include key medical directors from both Horizon and TurningPoint’s clinical teams in order to engage with the identified key clinical representatives from each Physician group. This discussion option is offered to promote transparency into the criteria, giving physicians an opportunity to give clinical input within the marketplace regarding best practices.

3) On-going provider staff training and support begins with an initial training session of each physician group’s staff on TurningPoint’s platform, tools, and processes. Training materials, reference guides and system login access will also be provided at this time. TurningPoint’s team will provide support beginning on Monday, November 19, 2018, which includes the staging of authorization requests in the web portal for submission, phone and “on the ground” field representatives available for immediate on-site troubleshooting and additional training as needed.
After the Program launch, your practice will receive frequent and regular communication from TurningPoint’s Provider Relations team via phone and onsite visits to continue assisting you with any additional training needs or specific issues (technical or otherwise) that need to be resolved for the practice relative to the Program.

4) **Language Assistance Programs** are available for members or providers upon request. To arrange for Oral and Written translation services, please call our Utilization Management Department at **1-833-436-4083**.

Please feel free to contact our Provider Relations Team for any additional assistance you need:

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone #</th>
<th>E-mail Address</th>
<th>Geographic Territory/Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stacy Wolf</td>
<td>1-805-869-7648</td>
<td><a href="mailto:swolf@tpshealth.com">swolf@tpshealth.com</a></td>
<td>VP, Client Solutions</td>
</tr>
</tbody>
</table>

**EVIDENCE-BASED CAREPATHS**

TurningPoint has collaborated with Horizon BCBSNJ to develop our CarePath guidelines. A key component of the development process is the engagement of Physician’s and practices at a local and national level to corroborate the supporting evidence used to determine the appropriate CarePath(s) for each procedure. As a part of the program, physicians will have an opportunity to review the CarePath’s through interactive round table discussions with both TurningPoint’s and Horizon BCBSNJ’s Medical Directors. Provider Relations representatives can be contacted for upcoming physician community forums as well as scheduling individual physician group discussions with Medical Directors.

When available, our CarePaths are based upon National Guidelines. Otherwise, our process replicates the standards utilized by national associations (such as the American Academy of Orthopedic Surgeons) to create their policies.
TO BE INCLUDED A STUDY HAD TO MEET THE FOLLOWING SELECTION CRITERIA:

- Study was specific to the device type or procedure being reviewed
- Published in a peer-reviewed journal during or after 1966, in English
- On humans with a sample of 30 or more patients per treatment group
- Reported on 80% of the patient of the patient population of interest
- Study results were presented quantitatively
- Provided a full report of a clinical study
- Study treatment follow up period was > 4 weeks
- At least 80% of the enrolled study population were 19 years of age or older
- For any included study that used “paper-and-pencil” outcome measures (e.g. SF-36), only those that were validated were included
- “Paper-and-pencil” outcomes reported by a single group of investigators (i.e. a single study) were excluded
- Study was in vivo

STUDIES WERE EXCLUDED IF ANY OF THE FOLLOWING CRITERIA WERE MET:

- Studies of “Very Limited” evidence strength
- Retrospective non-comparative case series, medical records review, meeting abstracts, historical articles, editorials, letters, and commentaries
- Case series studies that gave patients the treatment of interest AND another treatment
- Case series studies that had non-consecutive enrollment of patients
- Controlled trials in which patients were not stochastically assigned to groups AND in which there was heterogeneity in patient characteristics or outcomes at baseline AND where the authors did not statistically adjust for these differences when analyzing the results
- Composite measures or outcomes, even if they were patient-oriented
- Case series studies if no baseline values were reported
- Study was performed on cadavers
Operational User Manual

STEP 1- HOW TO LOG IN

From the Horizon Corporate Website – Click on “NaviNet Sign In”

1. Open your preferred web browser, go to the following web address: https://navinet.navimedix.com/

2. Click the Login Now button and use your NaviNet login and select Horizon BCBSNJ

3. Once on the Horizon BCBSNJ plan central page of NaviNet, select TurningPoint PA/MND Requests... under the Referrals and Authorization Menu

   a. If you do not know your login and/or password, please contact either your Provider Relations Team contact (OR) our Provider helpdesk (horizonNJproviders@turningpoint-healthcare.com)
1. **Menu Navigation Bar** – To help you navigate to the different functional pages within the provider portal

2. **Search Field** – A quick search feature to help you find a previously entered request using the treatment request reference id, the patient’s information, the physician information, or even the procedure itself.

3. **Your Login Information** – Allows you to change your password and manage your user profile information by clicking on the down arrow for the account menu

4. **Add Request** – A short cut to the Request Page that immediate pulls up a new Add Request form.

5. **Practice Location Drop-Down List** – If your practice has multiple offices, they will be listed here and can be used to filter your Home Page view to just a specific location.

6. **Alerts** – Important information regarding upcoming engagement opportunities, system maintenance, and health plan provider updates for your group.

7. **Action Required** – Shows all items requiring action specific to your group and can include: incomplete drafts, FDA recalls affecting one of your patients, additional information requested, and even post procedure supporting documentation such as implant logs and post-op reports.
8. **Request Summary** – Shows a snapshot of all your requests related to your group (or specific location, if filtered on #5). These tiles are also shortcuts to the Requests functional page and will automatically set a view filter to show only those requests counted within that tile.

**STEP 3- HOW TO ADD PHYSICIAN INFORMATION**

1. **Add Request Wizard** – Showing you all the steps in the Add Request Intake Process and highlighting which step you are currently on.
2. **Data Entry Form** – All fields requiring information will appear in this area as drop-down menus, value fields and selection buttons.
3. **Save as Draft** – To enable a user to save a draft of the request to be completed at a later time.
4. **Previous/Next** – Navigation buttons that allow you to move forward and backward within the Add Request Data Entry Form.
5. **Add Physician/Practice/Location** – Allows the user to enter provider information, if not available within the drop-down menu. This information will be validated by our Provider Relations team prior to the request being finalized.
STEP 4 - HOW TO ADD PATIENT INFORMATION

1. **Add Request Wizard** – Will continue to update as you work through the request.
2. **Patient Look-up** – Allows you to search by Member ID OR Patient Name and Data of Birth (DOB).
3. **Add Patient** – If a patient is not found, it allows you to enter the patient’s information for eligibility validation upon submission of the request to TurningPoint.
4. **Patient Selection** – Shows the search results from the information entered in #2.
5. **Patient Information** – Height/weight can be entered using inches/pounds OR cm/kg.
6. **Procedure Selection** – Allows you to find your procedure using a “plain language” name (i.e. Total Knee Replacement).
   a. Next, it will filter the ICD-9, ICD-10, or CPT Codes related to that procedure for selection
   b. Finally, it will ask you to identify the facility setting where the procedure will be performed.

**STEP 5- HOW TO ADD PROCEDURE INFORMATION**

![Image of Add Request form]

1. **Procedure**
2. **Procedure Name**
   - Total Knee Replacement (TIR)
3. **Procedure Code**
   - ICD-9 Codes
   - ICD-10 Codes
   - CPT Codes
4. **Facility Setting**
   - Inpatient Hospital

6. **Save As Draft**
**STEP 6- HOW TO ADD DIAGNOSIS INFORMATION**

1. **Diagnosis**—The filter menu allows you to select a diagnosis code based on previous procedure type selected.
1. **Patient Age & Body Mass Index (BMI)** – The system will automatically calculate the patients age and BMI using:
   a. The birthdate of the patient from the eligibility information provided by Horizon BCBSNJ.
   b. Height/weight information provided by you in the request.

2. **Clinical Information** – Based on the procedure and diagnosis selected, the system will generate a set of clinical criteria that represents the minimum recommended clinical information to be collected on the patient for the procedure requested.
   a. In some cases, the information will be required, based on Horizon clinical policies and guidelines that will be applied to determine the medical necessity of the requested procedure.
   b. To meet quality and safety criteria, ALL clinical information requested must be provided.
   c. The system will prompt you if information is missing before allowing you to continue onto the next step.
STEP 8- HOW TO SELECT MANUFACTURER & PRODUCT TYPE

1. Selected Device – The status bar shows which device is currently selected.
2. Device Search – Allows the user to filter/search based on the manufacturer, product line, or implant material/type.
3. Product/Device Selection – Shows a resulting list of products/devices that may be used in the procedure identified within the request. These results are currently sorted by “Quality”; however, each column heading can be used to re-sort the resulting list.
**STEP 9- HOW TO SELECT THE FACILITY**

1. **Selected Facility** – The status bar shows which facility is currently selected.
2. **Device Search** – Allows the user to filter/search based on the facility name or facility type.
3. **Facility Selection** – Shows a resulting list of facilities that may be used in the procedure identified within the request. These results are currently sorted by “Quality” and “Avg. Procedure Cost”; however, each column heading can be used to re-sort the resulting list.
4. **Average Procedure Cost** - Diagram highlights specific information surrounding the facility selected for the procedure. Key components include:
   a. The quality information on the facility is available in public domain and validated.
   b. The geographic proximity to the selected provider office.
   c. Some Average Allowed cost ranges related to this facility specific to your group.
STEP 10- HOW TO ATTEST TO SURGICAL PROTOCOL CONSIDERATIONS

1. Attestation Page
   a. **Recommended Approach**–The recommended approach is based off patient specific criteria, as well as evidence based guidelines which suggest that one approach may be more clinically appropriate over another.
   b. **Surgical Considerations** – Physician attest to performing certain pre, intra, and post-operative best practices for infection reduction and recovery protocols appropriate for that procedure.
   c. **Length of Stay**– Recommendations for the appropriate length of stay will be displayed at the top of this page.
STEP 11- HOW TO VIEW THE SUMMARY OF THE REQUEST ENTERED

1. **Summary of the Request**– Allows the user to review or go back to a particular section by selecting the link.
2. **Projected Outcome Status**– Displays outcome as authorized or pending review.
3. **Print**– This added benefit allows the user to print for your records.
ADDITIONAL PORTAL SHORTCUTS AND HELPFUL TIPS

1. **Request Filters** – The Requests page allows you to view all the requests associated with your group (or specific provider location if selected). However, you have the ability to filter the requests by various criteria such as Patient, Physician, Diagnosis, etc. and more than one filter can be added to narrow your search results.

2. **Request Results** – The resulting Requests are list, by default, in chronological order by Treatment Request ID and you have the ability to click on any request to see the full detail of the information submitted.
   a. Each column heading can be used to re-sort the resulting list.
   b. The Approval Status and Post-Op Status are also visible.

3. **Search field** – A quick search feature to help you find a previously entered request using the treatment request reference id, the patient’s information, the physician information, or even the procedure itself.

4. **Action Sub-Menu** – Allows you to perform several actions for each request:
   a. View Request.
   b. Edit Request (if allowed); this function is dependent on the Approval Status of the request.
   c. Submit additional documentation (if requested by TurningPoint’s UM team).
   d. Post Procedure, it allows you to submit the requested implant logs and post-operative reports as requested by TurningPoint.
The Help Menu provides key contact information to help support you and resolve issues that arise. TurningPoint will manage and maintain the medical policy criteria and guidelines that will be used to conduct PA/MND reviews as part of this program. The medical policy criteria and guidelines will be effective December 3, 2018 and will only apply to those Horizon BCBSNJ fully insured members included within the scope of this program.

To access the medical policy criteria:

- Select Help from the menu bar
- Select Medical Policies and Clinical Guidelines within the Helpful Articles section
REQUEST AUTHORIZATION FORM

<table>
<thead>
<tr>
<th>Field</th>
<th>Instructions</th>
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<tbody>
<tr>
<td>Today’s Date &amp; Time:</td>
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<tr>
<td>Provider Contact Name:</td>
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<td>Provider Contact Phone:</td>
<td></td>
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<tr>
<td>Provider Contact Fax:</td>
<td></td>
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<tr>
<td>Provider Name:</td>
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<td>Provider TIN:</td>
<td></td>
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<td>Provider NPI:</td>
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<td>Practice/Group Name:</td>
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<td>Provider Physical Address:</td>
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<tr>
<td>Provider Mailing Address (if different):</td>
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<tr>
<td>Member Name:</td>
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<tr>
<td>Date of Birth:</td>
<td></td>
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<tr>
<td>Member ID (including any alpha prefix):</td>
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<td>Health Plan:</td>
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<td>Notification Method Preference:</td>
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<td>□ Postal Mail:</td>
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<td>□ Fax</td>
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<td>*Please be sure mailing address or fax number is provided.</td>
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<tr>
<td>Notes:</td>
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<td>Requested Procedure:</td>
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<tr>
<td>Anticipated Surgery Date:</td>
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<td>CPT/HCPCS or ICD Procedure Code(s):</td>
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<td>Diagnosis Code(s):</td>
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<td>Facility Setting:</td>
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<td>□ Inpatient Hospital</td>
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<td>□ Outpatient / Observation</td>
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<tr>
<td>□ Ambulatory Surgical Center</td>
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<td>Facility Name:</td>
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<td>Facility Contact Name:</td>
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<td>Facility Mailing Address (if different):</td>
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<tr>
<td>Patient’s Height:</td>
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<td>Patient’s Weight:</td>
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<td>Patient’s BMI:</td>
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QUICK REFERENCE SHEET – CONTACT TURNINGPOINT

HOURS OF AVAILABILITY: MONDAY – FRIDAY* | 8 A.M. TO 5 P.M. (ET)
*Calendar holidays established on a yearly basis between TurningPoint and Horizon BCBSNJ with on-call support provided on weekends and holidays as determined necessary..

PROVIDER RELATIONS SUPPORT:
PH: 1-833-436-4083 | HORIZONNJPROVIDERS@TURNINGPOINT-HEALTHCARE.COM

Brandi Patterson
Provider Relations Representative
Ph: 1-855-275-4500 Ext. 3271
HorizonNJproviders@turningpoint-healthcare.com

Stacy Wolf
Vice President, Client Solutions
Ph: 1-805-869-7648
swolf@turningpoint-healthcare.com

UTILIZATION MANAGEMENT & PRECERTIFICATION:
Web Portal: https://navinet.navimedix.com/
Phone: 1-833-436-4083 | 1-862-772-1003
Secured Shared Email: horizonnjum@turningpoint-healthcare.com

TECHNICAL SUPPORT:
PH: 1-855-253-1100 | HORIZONNJIT SUPPORT@TURNINGPOINT-HEALTHCARE.COM

Recommended Web Browser Versions:
1) Google Chrome v37.0+
2) Microsoft Internet Explorer v10.0+
3) Apple Safari v7.0+
4) Mozilla Firefox v28.0+

Recommended Screen Resolution to support:
✓ 1280x1024

Additional Browser Settings/Plugins Needed:
✓ Adobe PDF Reader
✓ JavaScript Enabled

Required Minimum Web Browser Versions:
1) Google Chrome v30.0
2) Microsoft Internet Explorer v9.0
3) Apple Safari v5.1
4) Mozilla Firefox v25.0

Required Minimum Screen Resolution:
✓ 1024x768
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