



Provider Portal User Guide



Key Contact Information:

PORTAL SUPPORT

Submit a ticket [here](#).

portalsupport@tpshealth.com

UTILIZATION MANAGEMENT & PRECERTIFICATION:

Web Portal Intake: www.myturningpoint-healthcare.com

WHAT WE DO

TurningPoint's Surgical Quality and Safety Management Program helps to improve the quality of care, safety and affordability of healthcare services for patients. Our comprehensive program integrates quality and safety measures related to patient comorbidities and risk factors, evidence-based utilization management pathways, site of service optimization, specialized peer to peer engagement, reporting and analytics to promote the overall health management of each patient.

DOCUMENT OVERVIEW

This guide contains information essential to TurningPoint's authorization process via the TurningPoint Provider Portal. It contains a step-by-step guide on initiating authorizations through the portal, checking the status and viewing medical policies and clinical guidelines.

Operational User Guide

STEP 1- HOW TO REGISTER



Empowering healthcare solutions for high
quality affordable care.

[Forgot Password?](#)[LOGIN NOW](#)[Register for Access](#)

© 2015-2024 TurningPoint Healthcare Solutions, LLC.

1. Opening your preferred web browser, go to the following web address:
www.myturningpoint-healthcare.com
2. Select the “Register for Access” link and follow the steps to download and open the Provider Portal Registration File. Once the Registration File has been completed, please save and send to portalregistration@tpshealth.com.
3. A welcome email will be provided to each portal user with login credentials.

STEP 2- HOW TO LOG IN



Empowering healthcare solutions for high
quality affordable care.

[Forgot Password?](#)[LOGIN NOW](#)[Register for Access](#)

© 2015-2024 TurningPoint Healthcare Solutions, LLC.

1. Opening your preferred web browser, go to the following web address:
www.myturningpoint-healthcare.com
2. Enter your login credentials and click the “Login Now” button.

- A welcome email with your login credentials will be provided by TurningPoint once you have been registered.
- If you do not know your password, you can utilize the “Forgot Password?” link to update. If you do not know your email address, please contact TurningPoint Portal Support at portalsupport@tpshealth.com or submit a ticket [here](#).

STEP 3- HOME PAGE

The screenshot shows the TurningPoint Provider Portal Home Page. At the top, there is a navigation bar with links: HOME, ADD REQUEST, REQUESTS, POLICIES, REPORTS, and HELP. A user profile icon is in the top right corner. Below the navigation bar, there is an 'Announcements' section with a message about system downtime. The main content area is divided into two sections: 'Request Summary' and 'Action Required'. The 'Request Summary' section contains four tiles: 'Draft' (2), 'Awaiting Review' (1), 'Under Review' (1), and 'Information Required' (2). The 'Action Required' section contains four detailed request cards for Jane Smith, each with a unique ID, description, and due date. Callouts 1 through 5 point to specific elements: 1 points to the navigation bar, 2 points to the user profile icon, 3 points to the Announcements section, 4 points to the Request Summary tiles, and 5 points to the Action Required section.

- Menu Navigation Bar** – To help you navigate to the different functional pages within the provider portal.
- Your Login information** – Allows you to change your password, select the language of the portal, update your contact information, switch between health plans and logout.
- Announcements** – Important information regarding upcoming engagement opportunities, system maintenance and health plan provider updates for your group.
- Request Summary** – Shows a snapshot of requests related to your group. These tiles are also short cuts to the Requests functional page and will automatically set a view filter to show only those requests counted within that tile.
- Action Required** – Shows all items requiring action, specific to your provider group, and can include incomplete drafts and cases where additional information is requested.

STEP 4- HOW TO SUBMIT A REQUEST FOR PRE-AUTHORIZATION

The screenshot shows the TurningPoint Provider Portal with the 'ADD REQUEST' button highlighted in the navigation bar. A callout 1 points to this button. Below the navigation bar, there is a blue button labeled 'Add a Request'.

- Add Request** - Select to submit a new pre-authorization request.

STEP 5- HOW TO ADD PHYSICIAN INFORMATION

1. Add a Request

2. Specialty: Musculoskeletal

3. SAVE & CONTINUE

1. **Add Request Steps** – Shows you all steps in the Add Request Intake Process and highlights which step is currently active.
2. **Add Specialty/Physician/Practice/Location** – Allows you to enter the specialty, physician and practice information. This information will be validated by the TurningPoint team prior to the request being finalized.
3. **Save & Continue** – Navigation button that allows you to move forward within the Add Request Intake Process.

STEP 6- HOW TO ADD PATIENT INFORMATION

TP1204646 - Jane Smith 09/26/1969

1. Estimated Date of Procedure: 08/06/2024

2. Search: Search by MEMBER ID, FIRST NAME, LAST NAME, & DOB

3. Patient Selection: Member ID: 1234567890, First Name: Jane, Last Name: Smith, Birth Date: 09/26/1969

4. Height/Weight or BMI: Height/Weight, Height Units: Inches, Weight: Pounds

1. **Estimated Date of Procedure** – Allows you to enter the estimated date of service for the procedure.
2. **Patient Look-up** – Allows you to search by Member ID or Patient Name and Date of Birth (DOB).
3. **Patient Selection** – Shows the search results from the information entered in step #2.
4. **Patient Information** – Height/Weight can be entered using Inches or Centimeters and Pounds or Kilograms. You can also select and enter the BMI.

STEP 7- HOW TO ADD PROCEDURE INFORMATION

TP1204646 - Jane Smith 01/01/2001

STEPS

Physician
Alex Alexander

Member Verification
DOS: 8/6/2024
Smith, Jane
DOB: 01/01/2001
ID: 1234567890

Procedure

Diagnosis

Quality

Clinical Documents

Facility

Summary

Procedure

Select the procedure name. Search filtered or all procedure codes. Click the 'Add' button to add a procedure code to the procedure code list. Click 'Remove' button to remove a procedure code from the procedure code list. Update the quantities in the procedure code list as necessary. All data is required.

Procedure *

ACL Repair

☒ Search filtered (by procedure name)
 ☐ Search all (3 character minimum)

Select Code

ADD

Code	Quantity	
29888 - ARTHRS AIDED ANT CRUCIATE LIGM RPR/AGMNTJ/RCNSTJ	1	REMOVE

Will an implant (prosthetic, medical device, instrumentation and/or graft) be used for this procedure?

☒ Yes
 ☐ No

Implant Information

For surgical procedures utilizing an implant (prosthetic, medical device, instrumentation, and/or graft), please provide the product type, manufacturer, and product line. For spine grafts, the amount/size to be used must also be included.

Prosthetics

Enter prosthetics information if applicable

Medical Devices

Enter medical device information if applicable

Instrumentation

Enter instrumentation information if applicable

Grafts

Enter graft information if applicable

PREVIOUS

SAVE & CONTINUE

© 2015-2024 TurningPoint Healthcare Solutions, LLC.

- Procedure Name** – Allows you to find your procedure using a “plain language” name (i.e., ACL Repair, Hip Arthroscopy, etc.)
- Procedure Codes** – Allows you to search for CPT codes by filtered codes that coincide with the procedure name selected or the search all function to search for any CPT codes related to the procedure selected.
- Code Selection** – Allows you to update the quantity of the CPT code and/or remove the CPT code.
- Implant Selection** – If “No” is selected, you will not be prompted to enter this information. If “Yes” is selected, four text boxes will appear, and you will be prompted to enter the implant information. The text boxes can be left blank if unknown.
- Implant Information** – Allows you to provide implant information (prosthetics, medical devices, instrumentation and/or grafts) for the request.

6 | Page

Proprietary & Confidential

STEP 8- HOW TO ADD DIAGNOSIS INFORMATION

TP1204646 - Jane Smith 01/01/2001

STEPS

Physician

Alex Alexander

Member Verification

DOS: 8/6/2024

Smith, Jane

DOB: 01/01/2001

ID: 1234567890

Procedure

ACL Repair

Diagnosis

Quality

Clinical Documents

Facility

Summary

HOME

ADD REQUEST

REQUESTS

POLICIES

REPORTS

HELP

Diagnosis

Enter the name or first three digits of the diagnosis codes you wish to enter, this will prompt a search of all ICD coding. Please make your selection from the available list.

Procedure Name

ACL Repair

Primary Diagnosis

S83.511A - Sprain of anterior cruciate ligament of right knee, initial encounter

X

Secondary Diagnosis

Secondary Diagnosis

PREVIOUS

SAVE & CONTINUE

- Diagnosis** – The filter menu allows you to search for a diagnosis code by code or description of the diagnosis.

STEP 9- HOW TO UPLOAD CLINICAL DOCUMENTS

TP1204646 - Jane Smith 01/01/2001

STEPS

Physician

Alex Alexander

Member Verification

DOS: 8/6/2024

Smith, Jane

DOB: 01/01/2001

ID: 1234567890

Procedure

ACL Repair

Diagnosis

S83.511A - Sprain of anterior cruciate ligament of right knee, initial encounter

Quality

No Questions Submitted

Clinical Documents

Facility

Summary

HOME

ADD REQUEST

REQUESTS

POLICIES

REPORTS

HELP

Clinical Documents

To complete your authorization request please include the following clinical documentation:

- Office visit notes:** history of present illness, physical exam, past medical history, surgical or procedure history, and a procedure plan from the performing physician including Risk and Benefits
- Imaging and test results:** all official reports of advanced imaging, laboratory or test results, and any prior procedure/surgery
- Conservative treatments:** all alternative treatments the patient has attempted and their response to each

PDF documents are allowed (.pdf file types)

Document sizes are limited to 50MB

Drag & Drop your files or Click to Browse

TP1204646 - Test Document.pdf

29 KB

Date Uploaded: 8/8/2024

UPLOAD

PREVIOUS

CONTINUE

- Clinical Documents** – This box allows you to drag and drop PDF documents or browse PDF documents from your computer. Once documents are selected, select “Upload” and documents will be attached to the request for review. You will have the ability to undo the upload and delete the document, if needed.

7 | Page

Proprietary & Confidential

STEP 10- HOW TO SELECT THE FACILITY

TP1204646 - Jane Smith 01/01/2001

STEPS

Physician
Alex Alexander

Member Verification
DOS: 8/6/2024
Smith, Jane
DOB: 01/01/2001
ID: 1234567890

Procedure
ACL Repair

Diagnosis
S83.511A - Sprain of anterior cruciate ligament of right knee, initial encounter

Quality
No Questions Submitted

Clinical Documents
Files uploaded: 0

Facility
Summary

Facility

Select the site of service type and facility where the procedure will be performed. All data is required.

Site of Service Type *

☐ Doctors Office
 ☐ Home
 ☐ Inpatient Hospital
 ☐ Observation Outpatient
 ☒ On-Campus Outpatient Hospital

Facility Name

☒ Search by TIN
 ☐ Search by NPI
 ☐ Search by Facility Name (3 character minimum)

987654321

SEARCH

	TIN	NPI	Facility Name	Facility Address
☒	987654321	1234567890	General Hospital	123 HOSPITAL DR LAKE MARY, FL 32746

PREVIOUS

SAVE & CONTINUE

© 2015-2024 TurningPoint Healthcare Solutions, LLC.

- Site of Service Type** – Allows you to select the site of service of the facility. If Home or Doctors Office is selected, no facility information is required.
- Facility Name** – Allows you to filter/search a facility, hospital or ambulatory surgery center based on the TIN, NPI or name.
- Facility Search** – Shows the results of facilities that may be used based on information provided in Steps 1 and 2.

8 | Page

Proprietary & Confidential

STEP 11- HOW TO SUBMIT AND VIEW THE SUMMARY OF THE REQUEST ENTERED

TurningPoint

HOME ADD REQUEST REQUESTS POLICIES REPORTS HELP

TP1204646 - Jane Smith 01/01/2001

STEPS

- Physician
Alex Alexander
- Member Verification
DOS: 8/6/2024
Smith, Jane
DOB: 01/01/2001
ID: 1234567890
- Procedure
ACL Repair
- Diagnosis
S83.511A - Sprain of anterior cruciate ligament of right knee, initial encounter
- Quality
No Questions Submitted
- Clinical Documents
Files uploaded: 1
- Facility
On-Campus Outpatient Hospital
- Summary**

Summary

Your request summary is shown below. Please review the information and make any changes by clicking on a link to edit the request data, or click 'Submit Request' if the data is accurate.

SUBMIT REQUEST

Client Reference Number	N/A
Final Determination	N/A
Submission Date	N/A
Review Type	N/A
Urgency	N/A
Procedure Name	ACL Repair
Anticipated Procedure Date	08/06/2024
End Date of Service	N/A

DOWNLOAD (PDF)

PREVIOUS **SUBMIT**

© 2015-2024 TurningPoint Healthcare Solutions, LLC.

- Summary of the Request** – Allows you to review the request information previously submitted.
- Submit Request** – Allows you to submit the request to TurningPoint for review.
- Download (PDF)** – Allows you to download and print or save a summary of the request.
- Previous** – Allows you to edit the case.
- Submit** – Allows you to submit the request to TurningPoint for review.

ADDITIONAL HELPFUL TIPS REQUESTS

The screenshot displays the 'Requests' tab in the TurningPoint Provider Portal. The top navigation bar includes links for HOME, ADD REQUEST, REQUESTS (highlighted with callout 1), POLICIES, REPORTS, and HELP. The 'Requests Submitted' section shows a list of 12 requests. A 'Filters' section (callout 2) allows users to filter requests by Status, Request ID, Patient, and Physician. The request list includes details such as Request ID, Patient Name, Date of Service (DOS), and Status (e.g., Approved, Pending Review, Under Review, Denied, Under Reconsideration, Partially Approved). A pagination bar at the bottom shows the current page (1) and total pages (2).

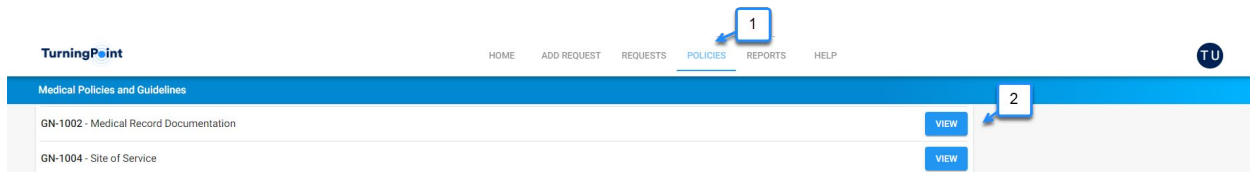
1. **Requests Tab** – The Requests tab allows you to see all requests related to your provider group.
2. **Filters** – The filter section allows you to search your provider group's requests by Status, Request ID, Patient Name or ID and Physician Name or NPI.

The screenshot displays the 'View Request' page for request TP1204625. The page is divided into several sections: a 'Draft Notice' at the top, a 'Case Details' section on the left with fields like Client Reference Number, Final Determination, Submission Date, Review Type, Urgency, Procedure Name, Anticipated Procedure Date, End Date of Service, and Practice Name; a 'Actions' section on the right with buttons for 'Edit Case', 'Discard Case', and 'Upload Clinical Documents'; and a 'Member Case History' section at the bottom. Callout 1 points to the 'DOWNLOAD (PDF)' button. Callout 2 points to the 'Discard Case' button. Callout 3 points to the 'Member Case History' section. Callout 2d points to the 'Submit For Reconsideration' button. A pagination bar at the bottom shows the current page (1) and total pages (2).

View Request – Allows you to view the case details page where you can review the Case Summary, Case Actions and Member Case History with the following information:

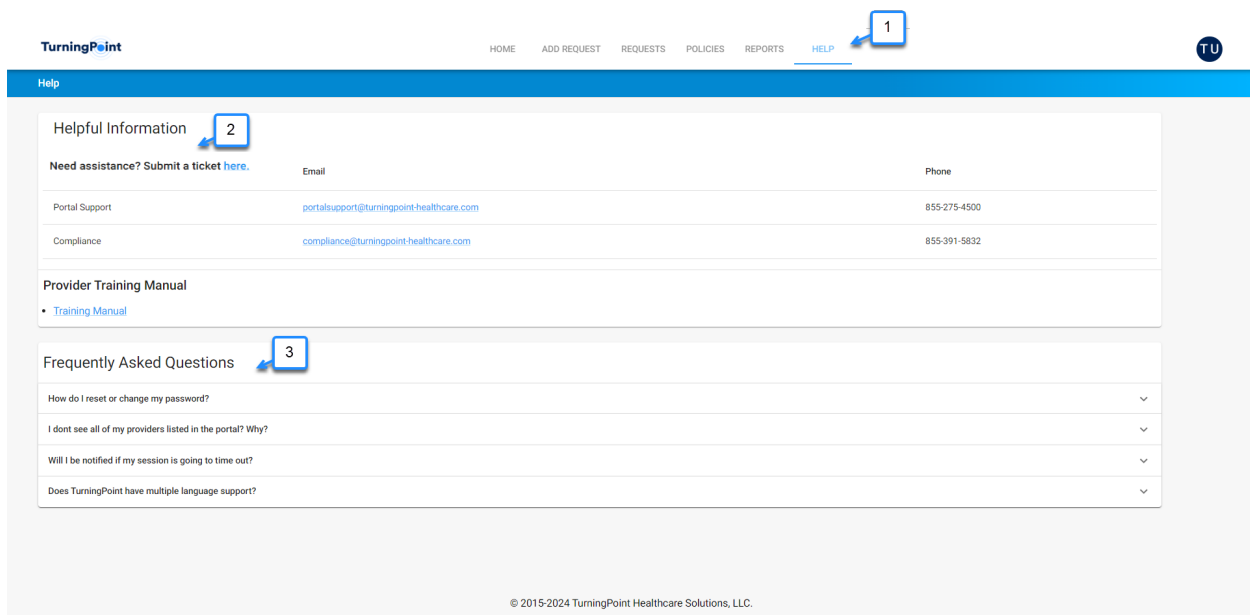
1. **Case Summary** – Review all case details including the quantity of approved and denied CPT codes, member, practice and facility information.
2. **Case Actions** – Allows you to view, edit or upload a request depending on the status of the request.
 - a. For requests in Draft or Awaiting Review status, you can edit, discard or upload clinical documents.
 - b. For requests that are Under Review, you can upload clinical documents.
 - c. For requests that are determined (Approved, Partially Approved or Denied), you can upload clinical documents. If submitting for a secondary review, please follow warning prompt.
 - d. For eligible requests that are Partially Approved or Denied, you can submit for reconsideration directly through the portal with supporting documentation.
 - i. *Please note: Medicare cases are not eligible for reconsideration. Each health plan and line of business may have restrictions and timeframe limitations for when a reconsideration can be submitted.*
3. **Member Case History** – Allows you to review all previously submitted cases for the patient.

POLICIES



1. **Policies Tab** – The Policies tab allows you to view all Medical Policies and Clinical Guidelines.
2. **View** – Allows you to open the Medical Policy or Clinical Guideline to view or print.

HELP: CONTACT CUSTOMER SERVICE



1. **Help Tab** – The Help tab provides helpful information related to the TurningPoint program support.
2. **Helpful Information** – Provides key contact information and the link to submit a ticket to help support and resolve issues that may arise. Helpful articles and information may also appear on the Help tab to support your practice.
3. **Frequently Asked Questions** – Provides frequently asked questions regarding the TurningPoint Portal. Directions for oral and written translations are also found under the last question.

QUICK REFERENCE SHEET

HOURS OF AVAILABILITY: MONDAY – FRIDAY* | 8:00 AM TO 5:00 PM OF EACH REGULAR BUSINESS DAY IN EACH TIME ZONE WHERE TURNINGPOINT CONDUCTS ITS REVIEW ACTIVITIES.

**Calendar Holidays established on a yearly basis with on-call Provider Support provided on Non-Business Days (Weekends & Holidays) as determined necessary.*

PROVIDER RELATIONS SUPPORT:

PH: 866-422-0800 | PROVIDERSUPPORT@TPSHEALTH.COM

PORTAL SUPPORT

Submit a ticket [here](#).

PORTALSUPPORT@TPSHEALTH.COM

UTILIZATION MANAGEMENT & PRECERTIFICATION:

Web portal intake: www.myturningpoint-healthcare.com

TECHNICAL SUPPORT:

Submit a ticket [here](#) | PORTALSUPPORT@TPSHEALTH.COM | PH: 855-275-4500

Recommended Web Browsers:

- 1) Google Chrome
- 2) Microsoft Edge
- 3) Apple Safari
- 4) Mozilla Firefox

Recommended Screen Resolution to support:

- ✓ 1280x1024

Additional Browser Settings/Plugins Needed:

- ✓ Adobe PDF Reader
- ✓ JavaScript Enable

Required Minimum Screen Resolution:

- ✓ 1024x768