



1441 Main Street  
Suite 900  
Columbia, SC 29201

May 16, 2019

**RE: Absolute Total Care's Surgical Quality and Safety Management Program**

Dear Provider,

Absolute Total Care is pleased to announce the launch of a new and innovative Surgical Quality and Safety Management Program, effective July 1, 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 Absolute Total Care members undergoing Musculoskeletal Surgical Procedures.

**PROGRAM HIGHLIGHTS INCLUDE:**

- ✓ **Administrative Tools** to support an efficient, user-friendly authorization process for procedures requiring precertification, in addition to recommended medical necessity determinations for procedures which do not require precertification. Easy and efficient post-procedural documentation submission which will be shared with ATC 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.
- ✓ **Provider Performance Incentives** for providers who comply with program requirements to practice high quality, cost-effective care.
- ✓ **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 BHP 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 Absolute Total Care Plan Provider Agreement of these program changes, effective July 1, 2019.

The program will include the following Absolute Total Care membership: **Healthy Connections Medicaid, Healthy Connections Prime Medicare-Medicaid Plan (MMP), Allwell from Absolute Total Care Medicare, and Ambetter from Absolute Total Care Marketplace members**

Prior authorization for medical necessity and appropriate 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
- ✓ Unicompartmental/Bicompartmental 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: (844) 245-6513 | (843) 638-8828

Facsimile Intake: (854) 999-4018

#### KEY PROVISIONS:

- Emergency-related procedures do not require authorization.
- It is the responsibility of the ordering provider 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.

We appreciate your support and look forward to your cooperation in assuring that Absolute Total Care members receive high-quality, cost-effective care for these surgical procedures.

You may access a copy of this notice and a detailed list of impacted CPT codes on our website at [absolutetotalcare.com/providers/resources/turningpoint-healthcare-solutions.html](http://absolutetotalcare.com/providers/resources/turningpoint-healthcare-solutions.html). We will also 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 Provider Services at 1-866-433-6041.

Sincerely,



Dr. Cheryl Walker-McGill  
Medical Director  
Absolute Total Care