



Network Notification

Notice Date: June 3, 2025
To: Mississippi TrueCare Providers
From: TrueCare
Subject: TrueCare Cardiac and Musculoskeletal Surgical Quality and Safety Management Program in Partnership with TurningPoint
Effective Date: July 1, 2025

Summary

TrueCare is pleased to announce the upcoming launch of TurningPoint's Cardiac and Musculoskeletal Surgical Quality and Safety Management program to our TrueCare 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 TrueCare members undergoing cardiac and musculoskeletal surgical procedures.

Impact & Importance

PROGRAM HIGHLIGHTS INCLUDE:

- ✓ **Administrative Tools** to support an efficient, user-friendly request process for obtaining medical necessity prior authorizations for procedures which require precertification. Easy and efficient post-procedural documentation submission which will be shared with TrueCare 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.
- ✓ **Food and Drug Administration (FDA) Recall Tracking and Monitoring** to facilitate timely and consistent notification to the physician, patient, and to TrueCare when a member has received or needs revision surgery due to a Class I or II FDA device recall.

Effective June 1, 2025, providers will be able to begin submitting requests to TurningPoint for prior authorization for dates of service on or after July 1, 2025, for the following populations:

TrueCare MississippiCAN and CHIP

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 TrueCare members prior to admission.

Providers (in-network and out-of-network) can view Musculoskeletal and Cardiac Surgical policies and guidelines at TurningPoint's website after registration on the TurningPoint Portal by visiting [TurningPoint Provider Portal \(myturningpoint-healthcare.com\)](http://myturningpoint-healthcare.com).

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:

CARDIAC SURGERIES & PROCEDURES

<i>Including all associated partial, total, and revision surgeries</i>	
<ul style="list-style-type: none"> ✓ Coronary Angioplasty/Stenting ✓ Implantable Cardioverter Defibrillator (ICD) ✓ ICD Revision or Removal ✓ Pacemaker ✓ Pacemaker Revision or Removal ✓ Peripheral Revascularization ✓ Coronary Artery Bypass Grafting 	<ul style="list-style-type: none"> ✓ Internal Cardiac Monitoring ✓ Leadless Pacemaker ✓ Left Atrial Appendage (LAA) Occluders ✓ Non-Coronary Angioplasty/Stenting ✓ Valve Replacement ✓ Wearable Cardiac Defibrillator (WCD)

MUSCULOSKELETAL SURGERIES & PROCEDURES

Orthopedic Surgical Procedures <i>Including all associated revision surgeries</i>	Spinal Surgical Procedures <i>Including all associated partial, total and revision surgeries</i>
<ul style="list-style-type: none"> ✓ 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 ✓ Hip Arthroscopy ✓ Femoroacetabular Arthroscopy ✓ Meniscal Repair (with or w/o allograft) ✓ Ankle Fusion ✓ Shoulder Fusion 	<ul style="list-style-type: none"> ✓ Disc Replacement ✓ Laminectomy/Discectomy ✓ Kyphoplasty/Vertebroplasty ✓ Sacroiliac Joint Fusion ✓ Implantable Pain Pumps ✓ Spinal Cord Neurostimulator ✓ Spinal Decompression ✓ Spinal Fusion Surgeries <ul style="list-style-type: none"> ✓ Cervical ✓ Lumbar ✓ Thoracic ✓ Sacral ✓ Scoliosis

✓ Wrist Fusion	
✓ Osteochondral Defect Repair	

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 1-866-422-0800 for access to digital copies.

TRAINING:

To help you in this transition, several training windows will be scheduled in May, June and July and all staff responsible for musculoskeletal and cardiac surgical authorizations are encouraged to participate.

Please register at: <https://us06web.zoom.us/meeting/register/jhbNUTKbSXeUkEaX3giz5w> for informational webinars.

For more information, please refer to the provider manual or contact TurningPoint Provider Relations at **1-866-422-0800**. You can reach us Monday through Friday from 8 a.m. to 6 p.m. Eastern Time (ET).

PROCEDURE CODE LOOKUP TOOL:

Effective June 1, 2025, please refer to the health plan Procedure Code Lookup Tool to determine whether a service requires prior authorization. All services that require prior authorization from TrueCare should be authorized prior to service delivery. TrueCare is not able to pay claims for services in which prior authorization is required but not obtained by the provider.

APPEALS:

Clinical appeals, claims disputes and claims appeals should be submitted to TrueCare. Please visit **MSTrueCare.com** > Providers > [Provider Resources](#) for Claims and Grievances and Appeals information." Within that sentence, bold the "MSTrueCare.com". Please call TurningPoint's Peer-to-Peer coordination line at 1-800-581-3920 to submit peer-to-peer review requests.

MEDICAL POLICIES:

Please visit the [TurningPoint Provider Portal](#) for Provider Policies and more information about TurningPoint. We appreciate your support and look forward to your cooperation in assuring that TrueCare members receive high quality, cost-effective care for these surgical procedures.

Questions?

For questions about the program, please email providersupport@tpshealth.com.

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