



# Network Notification

**Notice Date:** April 28, 2026  
**To:** Senior Care Options and One Care Providers  
**From:** Commonwealth Care Alliance (CCA)  
**Subject:** Commonwealth Care Alliance Cardiac and Musculoskeletal Surgical Quality and Safety Management Program in Partnership with TurningPoint  
**Effective Date:** July 1, 2026

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## Summary

Commonwealth Care Alliance® (CCA) is pleased to announce a transition to TurningPoint for management of prior authorization and surgical quality oversight for select Cardiac and Musculoskeletal surgical procedures. This program is designed to work collaboratively with physicians to support patient safety, clinical appropriateness and timely access to care.

## WHAT IS CHANGING

**Effective July 1, 2026**, providers will be able to begin submitting requests to TurningPoint for prior authorization for dates of service on or after July 1, 2026, for the following populations:

- Commonwealth Care Alliance® One Care (HMO D-SNP)
- Commonwealth Care Alliance® Senior Care Options (HMO D-SNP)

## Provider Responsibilities

- The ordering/rendering physician is responsible for obtaining prior authorization.
- Facility providers are encouraged to verify that authorization has been obtained prior to admission.
- Failure to obtain required authorization may result in claim denial.
- Emergency-related procedures do not require prior authorization.



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## PROGRAM HIGHLIGHTS INCLUDE:

- ✓ **Administrative Tools** to support an efficient, user-friendly request process for obtaining medical necessity prior authorizations for cardiac and musculoskeletal surgical procedures which require precertification. Easy and efficient post-procedural documentation submission which will be shared with CCA 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 **Commonwealth Care Alliance** when a member has received or needs a revision surgery due to a Class I or II FDA device recall.

## PROCEDURES REQUIRING PRIOR AUTHORIZATION

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



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## MUSCULOSKELETAL SURGERIES & PROCEDURES

<b>Orthopedic Surgical Procedures</b> <i>Including all associated revision surgeries</i>	<b>Spinal Surgical Procedures</b> <i>Including all associated partial, total and revision surgeries</i>
<ul style="list-style-type: none"> <li>✓ Knee Arthroplasty</li> <li>✓ Unicompartmental/Bicompartmental Knee Replacement</li> <li>✓ Hip Arthroplasty</li> <li>✓ Shoulder Arthroplasty</li> <li>✓ Elbow Arthroplasty</li> <li>✓ Ankle Arthroplasty</li> <li>✓ Wrist Arthroplasty</li> <li>✓ Acromioplasty and Rotator Cuff Repair</li> <li>✓ Anterior Cruciate Ligament Repair</li> <li>✓ Knee Arthroscopy</li> <li>✓ Hip Resurfacing</li> <li>✓ Hip Arthroscopy</li> <li>✓ Femoroacetabular Arthroscopy</li> <li>✓ Meniscal Repair (with or w/o allograft)</li> <li>✓ Ankle Fusion</li> <li>✓ Shoulder Fusion</li> <li>✓ Wrist Fusion</li> <li>✓ Osteochondral Defect Repair</li> </ul>	<ul style="list-style-type: none"> <li>✓ Disc Replacement</li> <li>✓ Laminectomy/Discectomy</li> <li>✓ Kyphoplasty/Vertebroplasty</li> <li>✓ Sacroiliac Joint Fusion</li> <li>✓ Implantable Pain Pumps</li> <li>✓ Spinal Cord Neurostimulator</li> <li>✓ Spinal Decompression</li> <li>✓ Spinal Fusion Surgeries               <ul style="list-style-type: none"> <li>✓ Cervical</li> <li>✓ Lumbar</li> <li>✓ Thoracic</li> <li>✓ Sacral</li> <li>✓ Scoliosis</li> </ul> </li> </ul>

## HOW TO SUBMIT PRIOR AUTHORIZATION REQUESTS

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

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

Phone Intake: 855-581-8519 | 857-491-2375

Fax Intake: 866-872-1378 | 617-500-7916

Providers (in-network and out-of-network) may also access clinical policies and guidelines by registering on the TurningPoint's Provider Portal by visiting [TurningPoint Provider Portal \(myturningpoint-healthcare.com\)](http://www.myturningpoint-healthcare.com).



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## TRAINING

To help you in this transition, several training windows will be offered and all staff responsible for Cardiac and Musculoskeletal Surgical authorizations are encouraged to participate. Please use the registration links below to select a date for an informational training:

Musculoskeletal:

<https://us06web.zoom.us/meeting/register/OvXP9aEUTOaEsTuX8ToOEg>

Cardiac: [https://us06web.zoom.us/meeting/register/6tm\\_wWrkTFCjuOE9u3\\_nxw](https://us06web.zoom.us/meeting/register/6tm_wWrkTFCjuOE9u3_nxw)

## ADDITIONAL INFORMATION

### PROCEDURE CODE LOOKUP TOOL

Effective July 1, 2026, please refer to the Procedure Code Lookup Tool to check whether a service requires prior authorization. All services that require prior authorization from CCA should be authorized prior to service delivery. CCA 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 will continue to be submitted to CCA. [Please click here for Claims and Grievance & Appeals information.](#) 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 [ccama.org](https://ccama.org) > [For Providers > Policies and Guidelines> Medical Necessity Guidelines](#) for more information about TurningPoint.



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## **PROVIDER SERVICES SUPPORT**

For more information, please refer to the Provider Manual or contact CCA Provider Services at **1-866-420-9332**. You can reach us weekdays, excluding Thursday, 8 a.m. to 5 p.m., Eastern Time (ET) and Thursdays, 8:30 a.m. to 5 p.m., Eastern Time (ET).

We appreciate your partnership as we implement this transition to support high-quality, safe, and cost-effective surgical care for CCA SCO and One Care members.

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