

Pilot program with TurningPoint supports members' musculoskeletal care

Blue Cross Blue Shield of Michigan is working with TurningPoint Healthcare Solutions LLC, an independent company, to pilot the TurningPoint Digital: Joint and Spine program. This pilot program aims to help:

- Improve patient outcomes through early intervention before surgery and steer candidates to more conservative treatment options.
- Enhance the member experience by directing members to the next best step in their musculoskeletal care and, when needed, helping them determine where to seek care.

This program is being offered to members with Blue Cross commercial fully insured plans. Blue Cross will identify members who are candidates for this program. Then, TurningPoint will reach out to these candidates to encourage them to register for the program.

Members who engage with the program will complete an assessment through the *TurningPoint Digital: Joint and Spine* mobile app. Through their responses, TurningPoint will get an understanding of each member's current treatment path or stage of treatment; this will enable TurningPoint to recommend next steps. In addition, the mobile app includes a library of physical therapy exercises that are developed by clinical experts and can help relieve members' pain.

When a member who is engaged in this program requires a musculoskeletal procedure, less clinical review will be required because TurningPoint has already been working with the member.

The pilot, which started in March 2022, will run through December 2022. At that point, we'll determine whether the program should continue after the pilot stage.

There is no cost to members for this program.

If you have questions about this program, send them to umproviderconcerns@bcbsm.com.

We also communicated about this pilot program in the April 2022 issue of [The Record](#).