

Upcoming changes to the TurningPoint provider portal

On Nov. 1, 2023, TurningPoint Healthcare Solutions LLC will update its provider portal to create a cleaner, more efficient user experience.

Overall, TurningPoint expects the changes to improve speed and efficiency when submitting, reviewing and monitoring the status of prior authorization requests.

Here are some examples of the changes TurningPoint is making:

- In the Home screen, TurningPoint will:
 - Add the ability to change the language for the portal interface; for example, you can have the interface display in Spanish.
 - Replace icons for features and functions with text labels.
- In the Requests screen, TurningPoint will update the filtering layout to help make it easier to use.
- In the Case Creation Wizard, TurningPoint will:
 - Highlight the step you're on to more clearly show which items have been completed and which items are pending completion.
 - Add a check mark next to each section as it's completed.
 - Move the Submit button to the top of the Summary screen so you don't have to scroll down to click it.

To learn more about the upcoming changes, [register for a TurningPoint webinar](#).*
Webinars are available on various dates from Oct. 4 through Dec. 14, 2023.

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TurningPoint Healthcare Solutions LLC is an independent company that manages prior authorizations for musculoskeletal surgical and related procedures for Blue Cross Blue Shield of Michigan and Blue Care Network.