

## Submit reconsideration requests for commercial members through the TurningPoint provider portal

Health care providers can now submit requests for the reconsideration of denied prior authorization requests for commercial members through the TurningPoint provider portal. You can submit additional clinical documentation, test results and other information for reconsideration.

Although you can still fax reconsideration requests, submitting them through the portal will help facilitate a faster response from TurningPoint.

Reconsiderations are available only for Blue Cross Blue Shield of Michigan and Blue Care Network commercial members.

For additional information, see pages 10 and 11 of the [TurningPoint Provider Portal User Guide](#).

Note: For Medicare Plus Blue<sup>SM</sup> and BCN Advantage<sup>SM</sup> members, there isn't a reconsideration process. However, you can file an appeal. See the document titled [Musculoskeletal procedure authorizations: Frequently asked questions for providers](#) for details.

For additional information about the TurningPoint Musculoskeletal Surgical Quality & Safety Management program, see the following pages on [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com):

- [Blue Cross Musculoskeletal Services](#)
- [BCN Musculoskeletal Services](#)
- [Blue Cross Pain Management Services](#)
- [BCN Pain Management Services](#)

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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.