

TurningPoint introduces software to assist with the prior authorization process for select musculoskeletal procedures

Starting June 1, 2026, you'll have access to TurningPoint Healthcare Solutions' SmartScan software when submitting prior authorization requests for the following procedures through the TurningPoint provider portal:

- Total knee arthroplasty
- Total hip arthroplasty
- Knee arthroscopy

SmartScan will be available when submitting requests for Blue Cross Blue Shield of Michigan commercial, Medicare Plus Blue, Blue Care Network commercial and BCN Advantage members.

After uploading clinical documentation for the request, you can run the SmartScan software to get real-time feedback that will help ensure that the documentation you uploaded is complete.

If SmartScan determines that information is missing, it will prompt you to submit additional details to support the medical necessity of the procedure. You can choose to upload additional clinical documentation before you submit the request, or you can choose to submit the request without uploading additional documentation.

The goal of the SmartScan software is to:

- Help improve provider satisfaction with the prior authorization process by simplifying the submission process
- Increase efficiency by reducing the back and forth between providers and TurningPoint
- Decrease processing times

Note that SmartScan doesn't replace TurningPoint's review process and SmartScan doesn't make determinations on prior authorization requests.

For more information about SmartScan, see the [TurningPoint Catalyst SmartScan Software: Frequently Asked Questions](#) document.*

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*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.

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