

## TurningPoint's SmartScan software now available April 15, training Q&A sessions available

Starting April 15, 2026, you'll have access to TurningPoint Healthcare Solutions' SmartScan software. This software will assist with the prior authorization process when submitting requests through the TurningPoint provider portal for total knee arthroplasty, total hip arthroplasty and knee arthroscopy procedures. 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.

Once clinical documentation is uploaded, you'll have the option to run SmartScan for real-time feedback to help confirm that all necessary information has been included with your request. Once SmartScan completes the initial review, it will alert you if any documentation is missing and you can choose to upload additional clinical before you submit the request, or you can choose to submit the request without uploading additional documentation.

The SmartScan software is optional. If you don't want to use it for a specific prior authorization request, simply click '*Continue*' rather than '*Start SmartScan*'.

Note: We previously communicated that SmartScan would be available on June 1, 2026.

### Training Q&A sessions

We encourage you to attend a *TurningPoint SmartScan Portal Enhancement* live Q&A session to learn more about SmartScan. Sessions are scheduled for:

- Thursday, March 19 from 11 to 11:15 a.m.
- Monday, March 23 from 10 a.m. to 10:15 a.m.
- Tuesday, March 24 from noon to 12:15 p.m.

To register for a session, go to the [TurningPoint SmartScan Portal Enhancement page](#).\*

### Additional information

For more information about SmartScan, see the following:

- Our [Feb. 20, 2026, provider alert](#)
- The [TurningPoint Catalyst SmartScan Software: Frequently Asked Questions document](#)\*

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## Provider alert

**Blue Cross commercial, Medicare Plus Blue<sup>SM</sup>,  
BCN commercial and BCN Advantage<sup>SM</sup>**

**Categories: Authorizations/referrals, Training**

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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.