

ProAuth updates make it easier for provider to view TruCare letters

Security Health Plan recently updated its TruCare and ProAuth to version 10.1.1.0.0. With this new upgrade, your practice can view letters that have been generated via Trucare through the ProAuth tool.

Follow these steps to locate the letters:

1. Go to the Dashboard and search for member. Click the authorization you wanting to view letters. Click on “View Correspondence”.

TruCare ProAuth PROVIDER FILTER (0/13007) Theresa Sternik Help About

Dashboard CREATE INPATIENT AUTHORIZATION CREATE SERVICE/PROCEDURE AUTHORIZATION

Member Search

Member ID: [Redacted]
 Date of Birth (Age): [Redacted]
 Gender: Male
 Active Eligibility: Yes
 Policy #: [Redacted]
 Product: [Redacted]
 Group #: [Redacted]
 Eligibility Effective Dates: 01/01/2024 - 12/31/9999

Filter By

Member ID: [Redacted] Authorization Number: [Redacted] Diagnosis Type: All
 Date of Service From Date: [Redacted] Date of Service To Date: [Redacted] Inpatient Service Types: [Redacted] Service/Procedure Service Types: [Redacted]
☐ Include Closed ☐ Requested By Me

FILTER **RESET**

Inpatient Authorizations Summary EXTEND VIEW AUTH DETAILS VIEW CORRESPONDENCE

Member Name	Authorization #	Determination Status	From Date	To Date	Servicing Facility	Diagnosis Code	State
[Redacted]	IPO[Redacted]	Approved	09/19/2023	09/22/2023	[Redacted]	R47.02	Discharged
[Redacted]	IPO[Redacted]	Approved	05/03/2023	05/06/2023	[Redacted]	R68.89	Discharged
[Redacted]	IPO[Redacted]	Approved	03/14/2023	03/17/2023	[Redacted]	D63	Discharged

Service / Procedure Authorizations Summary ADD/EXTEND SERVICE VIEW AUTH DETAILS VIEW CORRESPONDENCE

Member Name	Authorization #	Determination Status	Start Date	End Date	State
[Redacted]	OP00[Redacted]	Approved	05/06/2023	07/04/2023	Open

2. Click the letter until it turns blue.

Authorization Number
 IPO[Redacted] BACK TO DASHBOARD

Correspondence Page Instructions

Letter Name **Status** **Date Generated**

UM Inpatient Precert MA	Complete	09/20/2023 11:09 AM
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click to highlight to blue

- Click the carrot to expand letter choice. Click the line until turn blues. Then click on 'Open PDF'. The letter will open in new screen.

Correspondence Summary

Authorization Number
IP00 [REDACTED]

[BACK TO DASHBOARD](#)

Correspondence Page Instructions

Letter Name	Status	Date Generated
UM Inpatient Precert MA	Complete	09/20/2023 11:09 AM

Letter History

Status	Date Generated
SUCCESS	09/20/2023 11:09 AM

[OPEN PDF](#)

- Viewable letter example only:

SecurityHealth PlanSM

Promises kept, plain and simple.®

Medicare Advantage coverage

1515 North Saint Joseph Avenue
PO Box 8000
Marshfield, WI 54449-8000

1.877.998.0998 | 715.221.9897
TTY 711

www.securityhealth.org

09/20/2023



Dear [REDACTED]

Re: Medical

Member Name: [REDACTED]

Member Number: [REDACTED]

Admission Date 09/19/2023 :

Physician: [REDACTED]

Hospital: [REDACTED]

Service: 99221, 1ST HOSP CARE PER DAY

We are writing to inform you that your request has been approved. The authorization number for this request is IP00 [REDACTED]. The request does meet medical criteria. We will work with the hospital staff and your health care provider to determine the medical necessity of a continued stay.

Please note: If you do not have access to the Provider Portal, you must first set up an account to utilize this new functionality.