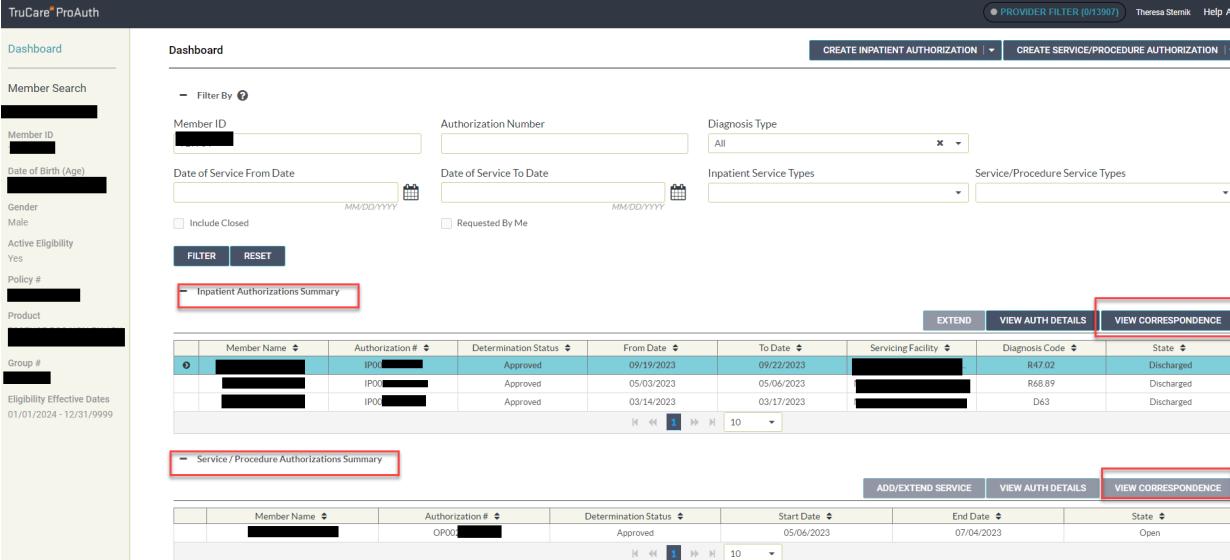


ProAuth updates make it easier for provider to view TruCare letters

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”.



The screenshot shows the TruCare ProAuth dashboard. On the left, there is a sidebar with various search filters: Member ID, Date of Birth (Age), Gender (Male), Active Eligibility (Yes), Policy #, Product, Group #, and Eligibility Effective Dates (01/01/2024 - 12/31/9999). The main area is the 'Dashboard' with two summary sections. The first section, 'Inpatient Authorizations Summary', lists three entries with columns for Member Name, Authorization #, Determination Status, From Date, To Date, Servicing Facility, Diagnosis Code, and State. The second section, 'Service / Procedure Authorizations Summary', lists one entry with similar columns. At the bottom of each summary section are buttons for 'EXTEND', 'VIEW AUTH DETAILS', and 'VIEW CORRESPONDENCE', with 'VIEW CORRESPONDENCE' being the one highlighted with a red box.

2. Click the letter until it turns blue.



The screenshot shows the 'Correspondence Summary' page. At the top, there is a field for 'Authorization Number' with the value 'IPO: [REDACTED]' and a 'BACK TO DASHBOARD' button. Below this is a section for 'Correspondence Page Instructions' with a text input field. The main content is a table titled 'Correspondence Summary' with one row. The row contains columns for 'Letter Name' (with value 'UM Inpatient Precert MA'), 'Status' (with value 'Complete'), and 'Date Generated' (with value '09/20/2023 11:09 AM'). A red arrow points to the 'Letter Name' cell, and the text 'click to highlight to blue' is overlaid in red.

3. 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

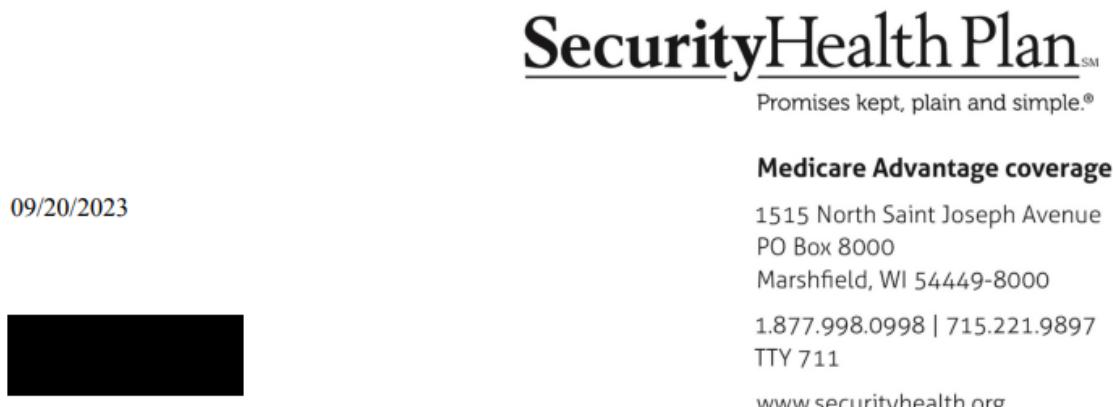
Authorization Number	Letter Name	Status	Date Generated
IP00 [REDACTED]	UM Inpatient Precert MA	Complete	09/20/2023 11:09 AM

Letter History

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

BACK TO DASHBOARD OPEN PDF

4. Viewable letter example only:



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