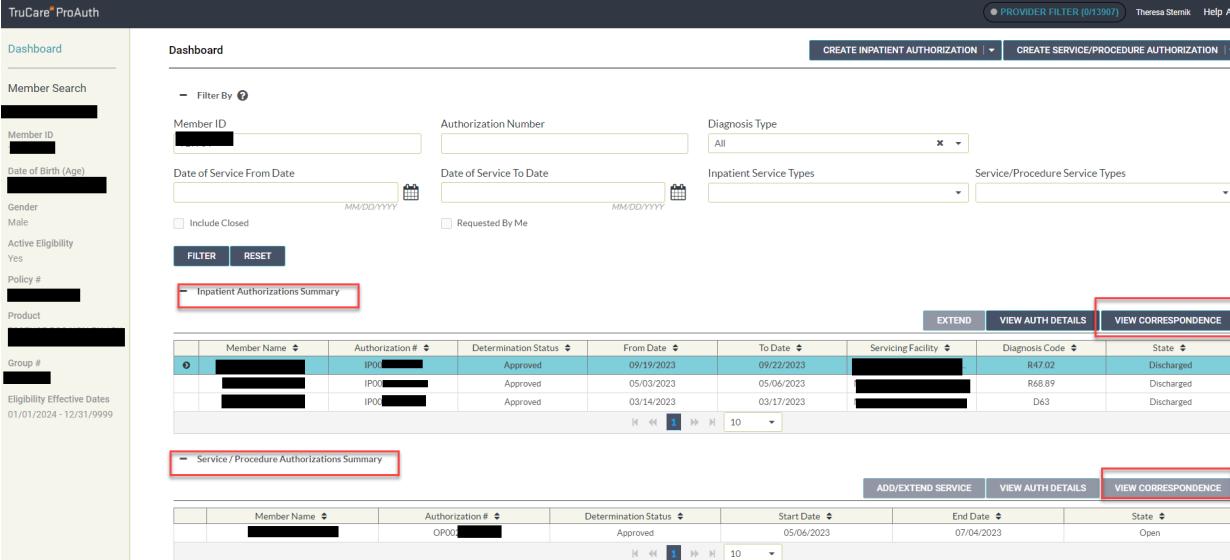# ProAuth updates make it easier for provider to view TruCare letters

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".

2. Click the letter until it turns blue.

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.
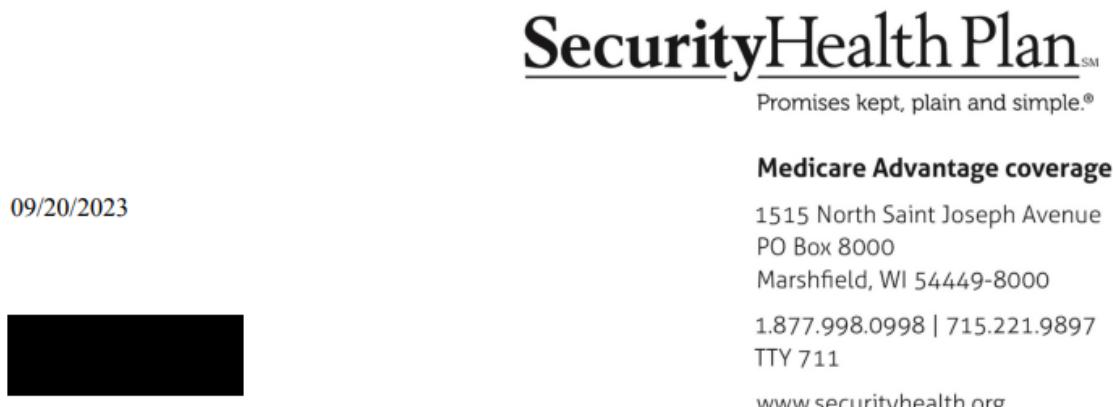

4. Viewable letter example only:

SecurityHealth Plan℠

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 ▓▓▓▓▓▓▓▓

Re: Medical
Member Name: ▓▓▓
Member Number: ▓▓▓
Admission Date09/19/2023 :
Physician: ▓▓▓
Hospital: ▓▓▓▓▓▓▓
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▓▓▓ 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.