

Security Health Plan upgrades provider portal with TruCare ProAuth feature

Security Health Plan has upgraded its Population Health Platform, which went live on Sept. 19, 2019. Part of this process included an addition of the TruCare ProAuth feature. TruCare ProAuth is a web portal application that allows providers to submit inpatient and service/procedure authorization requests. These requests will include both medical and behavioral health conditions. The authorization request can be submitted and have clinical review validation with IQ Connect.

The functional capabilities will allow the providers to go through a prescreen process. This process informs the providers whether a Security Health Plan member is eligible, if authorization is required, duplicate requests, auto approvals of authorization, and extension to the initial request services. These processes are all driven through the business rule of the TruCare ProAuth tool.

The provider will have limited impact to this enhancement as current provider portal users will access this tool through the current Security Health Plan provider portal. When the provider attempts to create a Medical/Behavioral authorization, the provider will be transitioned to the TruCare ProAuth tool. The same requirement will be needed to complete an authorization request: member name, member date birth, ICD-10, CPT/HCPCS codes, dates of service, ordering and service providers' information, relevant clinical information with the ability to attach documents within this request. If the authorization meets the business rule set up by the provider, they could receive that approval at the time of the request.

To view step-by-step instructions for ProAuth, [click here](#). This reference guide walks you through the process to submit an electronic prior authorization request.

If you currently do not have portal access, contact your organization administrator. If your organization does not currently use the Provider Portal but would like to get access, please download the [**Security Health Plan Provider Portal Access Request Form**](#).