

TruCare ProAuth

Streamline the authorization process

TruCare ProAuth embeds seamlessly into “Parent Portals” via single sign-on allowing providers to maintain a single login for portal access. The module gives them 24x7x365 access to submit prior authorizations and receive real-time responses. Additionally, the TruCare pre-screening feature provides immediate feedback to users when:

- Authorization is or is not required
- Member is not eligible for treatment
- Service or procedure outsourced to 3rd party
- Potential duplicate authorization
- Authorization requires client specific messages
- Clinical review requires client specific messages

- Providers submit an average 37 prior authorizations per week and wait more than a day for a decision. TruCare ProAuth is an interactive digital authorization management tool that makes the authorization process easier for providers by displaying real-time updates regarding prior authorization decisions from the health insurance plan.

Functionality and Capabilities	TruCare ProAuth	Traditional Auth Portal
Electronic Authorization Submissions - allows providers to submit authorizations electronically	✓	✓
Authorization Status - allows providers to view the status of submitted authorizations	✓	✓
Security - utilizes industry standard security (Spring, OAuth)	✓	✓
Pre-screener - increases provider adoption/productivity by allowing providers to exit the authorization process early when authorizations are not required	✓	
Member and Provider Data Syncing - uses the member and provider data from TruCare without the need for duplicate data loading	✓	
Authorization Field Mapping - authorization form configuration is accessed via the API – minimal configuration needed outside of TruCare	✓	
Fully Integrated Module - built on TruCare APIs eliminating the need for maintaining version alignment; advances with TruCare capabilities	✓	
User Management - automated TruCare user syncing. Delegated access management for provider super users	✓	
TruCare Hosting - TruCare portal is co-located with existing TruCare instance	✓	

Benefits

For the Health Plan

Health plan staff members experience administrative savings by:

- Decreasing manual data entry, outbound calls, and requests for information
- Reducing turnaround times for authorization requests
- Aligning TruCare business rules via automated authorization workflow processing
- Monitoring and reporting of authorization volumes
- Simplifying user account setup, user management and audit trails

For Providers

Increase provider engagement by providing access to:

- Immediate confirmation number of submitted authorization
- Real-time authorization status and rationale
- Digital submission of both inpatient and outpatient prior authorization requests
- Clinical criteria guidelines from InterQual IQ Connect and Cite AutoAuth by the TruCare ProAuth integration
- Viewing authorizations details including health plan updates where the user's associated provider is Requesting or Servicing Provider