

TruCare ProAuth

Make it easy for providers to submit authorizations and receive real-time responses and updates

TruCare ProAuth is an interactive digital authorization management tool that streamlines the prior authorization process so you can get rid of faxes for good. Providers submit authorization requests using an easy, online and interactive digital process and receive real-time responses and updates. With TruCare ProAuth, you can engage providers and dramatically improve efficiencies.

Authorization Pre-screening

Providers enter minimal information to confirm if an authorization is required. When authorizations are not required, or if a duplicate authorization exists, TruCare ProAuth lets providers know instantly. Business rules prompt providers to include specific clinical information for each service type to expedite the decision-making process.

Authorization Processing

TruCare ProAuth is configured based on payer business rules. You decide which authorizations require clinical reviews and which don't. Authorizations can be automatically approved based on your specific rules about providers, diagnoses, procedures, services, and service thresholds.

TruCare ProAuth
Create Inpatient Authorization

Prescreen Authorization Details Authorization Confirmation

*Admission Date: 5/20/2019 *Member's Applied Eligibility: WL_TANF

*Servicing Facility: UW Health University Hospital 123432541 CLEAR

*Primary Diagnosis: Type 2 diabetes mellitus E11 ICD10 CLEAR

*Primary Procedure: Alkaline batt for glucose mon A4233 HCPCS CLEAR

*Stay Level: Intermediate/Step Down *Requested Days: 5

Contact the payer/UM Department for retrospective consideration

NEXT CANCEL

Benefits for Providers

- Replace antiquated back-and-forth fax requests with fast and simple digital submission
- Provide real-time status of authorization requests
- Maintain a single sign on through the health plan portal
- Enable auto approvals using authorization business rules
- Print authorization confirmation summaries

Benefits for Payers

- Decrease manual data entry, outbound calls, and requests for information
- Align provider submissions with business rules to expedite processing
- Simplify user account setup, user management and audit trails
- Provide accurate, robust monitoring and reporting of authorization volumes

How TruCare ProAuth Works



How TruCare ProAuth Stacks Up

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	✓	
Client-defined Guidance - automates sharing of client-defined submission of an authorization thus reducing phone calls to providers	✓	
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	✓	