

## ProAuth Reference Guide

Follow the steps below to enter an electronic prior authorization into Security Health Plan's computer system, ProAuth system. The process of submitting prior authorizations to 3<sup>rd</sup> party vendors such as eviCore, naviHealth and Northwood remains the same process.

1. Log into the Provider Portal.
2. Select **Member** from the top of the page.
3. Search for member by using the First name, Last name and DOB or Subscriber, Member, Medicare or Medicaid #.
4. Click **Search →**.
5. Click **Authorizations**.
6. To view pending authorizations, [click here](#) to connect to ProAuth.
7. To create a new authorization, click **Create new**.
8. Select authorization type; Medical referral, Medical admission, or Pharmacy.
9. Click **Connect to ProAuth →**.
10. Click **Member Search** in the upper left hand corner of the page.
11. Search for member by Name and Date of Birth option.
12. Select **Create and Inpatient Authorization** or **Create Service/Procedure Authorization**.
13. To create an **Inpatient Authorization**:

- a. Click **CREATE INPATIENT AUTHORIZATION ▾** and select *Behavioral Health* or *Medical*.
- b. Enter required fields as indicated with an \*.

**Note:** *Servicing Facility, Primary Diagnosis* and *Primary Procedure* can be searched by name or number/code. Also, Member's Applied Eligibility will populate based on entered Start Date.

- c. Click **NEXT**.
- d. A message will appear in the lower portion of the page indicating whether or not a clinical

review is required: **SHP requires clinical review**.

- e. Click **NEXT**.
- f. Click **ADD NOTE** in upper right hand corner of the screen.
  - i. Enter **Level of Care** and add **Note**.
  - ii. Click **SAVE**.
- g. Click **ADD ATTACHMENT (0)** in upper right hand corner of screen.
  - i. Browse for file, select the file, and click **Open** or double click to load file.
  - ii. Select Document Type.
  - iii. Click **ADD**. Document will appear as an Attached File. Add additional documents if needed.
  - iv. Click **CLOSE**.





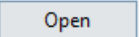


**Note:** Uploaded documents must be one of the following formats: *pdf, doc, docx, jpg, or jpeg*.

- h. Enter required fields indicated with an \*.
- i. Click **SUBMIT**.
- j. Click **YES** to certify the information is accurate.





**14. To create a *Service/Procedure Authorization*:**

- a. Click .
- b. Select ***Behavioral Health*** or ***Medical***.
- c. Enter required fields as indicated with an \*.

**Note:** *Servicing Facility*, *Primary Diagnosis* and *Primary Procedure* can be searched by name or number/code. Also, Member's Applied Eligibility will populate based on entered Start Date.

- a. Click .
- b. Click  in upper right hand corner of the screen.
  - i. Enter ***Request For*** and add ***Note***.
  - ii. Click .
- c. Click  in upper right hand corner of screen.
  - i. Browse for file, select the file, and click  or double click to load file.
  - ii. Select Document Type.
  - iii. Click . Document will appear as an Attached File. Add additional documents if needed.
  - iv. Click .

**Note:** Uploaded documents must be one of the following formats: *pdf*, *doc*, *docx*, *jpg*, or *jpeg*.

- d. Complete Authorization Details by populating required fields indicated with an \*.
- e. Click .
- f. To add additional line items, click .
- g. To complete Prior Authorization request, click .
- h. Click  to certify the information is accurate.

**Note:** *Service types* and *provider* must remain the same if adding additional line items to this authorization request.

**Help:** For questions or concerns with Pro Auth please contact 1-800-548-1224 or email [shprd@securityhealth.org](mailto:shprd@securityhealth.org)