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 3rd party vendors such 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 **CREATE SERVICE/PROCEDURE AUTHORIZATION**.
    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 **NEXT**.
b. Click **ADD NOTE** in upper right hand corner of the screen.
   i. Enter ***Request For*** and add ***Note***.
   ii. Click **SAVE**.
c. 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*, *do*c, *docx*, *jpg*, or *jpeg*.

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

Note: *Service typ*es 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 shpprd@securityhealth.org