

## TruCare ProAuth Dashboard

The **Dashboard** provides the user with a quick view of authorizations linked to their account. Users can filter, sort and view information on all current, closed and "requested by me" authorizations.

- Navigation Pane:** A designated space for demographic information on a member.
- Provider Filter:** A tool for searching and filtering requesting providers associated with your user account.
- References:** Name of user signed in and "Help" link to download the User Guide.
- Create IP/SP Auth:** Access to creating an IP or SP authorization request.
- Filter By:** A tool that controls what displays on the Authorization Summaries.
- Inpatient Authorizations Summary:** A table of inpatient authorizations for providers associated with your user account.
- Extend:** Extend an open IP Authorization request.
- View Auth Details:** A read-only summary of Authorization Details and member demographics.
- Page Controls:** Controls for moving to first, previous, next, or last page. Also for setting the number of table rows to view on each page (10, 20, 50, 100).
- Service/Procedure Authorizations Summary:** A table of service/procedure authorizations for providers associated with your user account.
- Add/Extend Service:** Add or extend a service to an existing SP authorization request.
- Line Item:** By member, each distinct service request that is submitted for an authorization.



*Tip: For information on Service requests please see page 10 of this Quick Reference Guide.*

TruCare ProAuth

2 PROVIDER FILTER (10/10) TCAdmin TCAdministra 3 Help Abc

Dashboard 1

Member Search

IP Configuration

SP Configuration

Global Configuration

LEN, 4

Member ID

Date of Birth (Age)  
02/03/1980 (38 years)

Gender  
Male

Active Eligibility  
Yes

Policy #

Product  
OAPIE-OAPIE

Group #  
1711025

Eligibility Effective Dates  
01/01/2017 - 12/31/2199

Dashboard 4

CREATE INPATIENT AUTHORIZATION | CREATE SERVICE/PROCEDURE AUTHORIZATION

5 Filter By ?

Member ID

Authorization Number

Diagnosis Type

Date of Service From Date  
08/01/2018

Date of Service To Date  
09/30/2018

Inpatient Service Types

Service/Procedure Service Types

☐ Include Closed ☐ Requested By Me

FILTER RESET

6 Inpatient Authorizations Summary

7 EXTEND 8 VIEW AUTH DETAILS

Member Na...	Authorizati...	Determinati...	From Date ...	To Date	Servicing Fa...	Diagnosis C...	State
Adam, Erich	IP0000005...	Pending	09/18/2018	09/19/2018	ABRAHAM, ...	801.69	Open
DOLAN, IAN	IP0000005...	Pending	09/17/2018	09/19/2018	AAAABC, B...	290.9	Open

Line Item	From Date	To Date	Requested Days	Stay Level	Status
1	09/17/2018	09/19/2018	2	Acute Rehab Lev...	No Decision

Member Name	Authorization #	Determination St...	Start Date	End Date	State
Adam, Erich	OP0000005860	Approved	09/22/2018	09/24/2018	Open

Line Item	Start Date	End Date	Servicing Pro...	Procedure C...	Service Type	Status
1	09/22/2018	09/23/2018	ABRAHAM, ...	0361T Obser...	Eating Disord...	Approved 1 day
2	09/22/2018	09/23/2018	7 MILE MEDI...	94.62 ALCO...	Ambulatory ...	Approved 1 day

9 10 11 12

10 Service / Procedure Authorizations Summary

11 ADD/EXTEND SERVICE VIEW AUTH DETAILS

Member Name	Authorization #	Determination St...	Start Date	End Date	State
Adam, Erich	OP0000004814	Pending	09/21/2018	09/21/2018	Open

## Filtering Requested Authorization

**FILTER BY:** A tool that controls what displays in the IP/SP Authorization dashboard summary tables. When the User first signs into TruCare ProAuth they may wish to view previously entered Authorizations (1 instance or multiple Authorizations). In order to see results in the IP/SP Auth Summary section of the dashboard the User will need to perform one of the following functions:

1. **Enter the Member ID** (Auth/s entered for 1 member)
2. **Enter the Authorization number** (Single auth request)
3. **Select All Providers from the Provider Filter** (to view Multiple Authorizations)

## Requesting Provider Filter

**PROVIDER FILTER (Grey):** Indicates no requesting providers have been selected. Users can only search with Member ID's or Authorization numbers when Grey.

**PROVIDER FILTER (Green):** To view multiple completed Authorization request status', Users must first select the providers that is associated with the completed Authorization.

1. **Click Provider Filter** in the upper right
2. **The filter slider opens.** By default, all providers associated with your user account are deselected. There are multiple ways to filter your provider list:
  - a. **Select:** check any provider you want to include in the filter **OR** select the entire list.
  - b. **Advanced Search:** Click Advanced Search then fill in one or more of the fields. (You must enter at least two (2) characters for the provider name, provider ID, or city. Select the state from the drop-down list.) Click **Search**.
  - c. **Search by NPI:** Type the 10-digit ID number of the provider in the Search box. (You must enter at least two (2) characters.) Select the provider and click **Enter**.
3. Click **Apply Filter**



*Tip: Click anywhere else on the page to close the slider. Results will yield on the Authorization Summary Dashboard.*

**Dashboard**

Select at least one provider from the provider filter to view authorizations

Filter By

Member ID

Authorization Number

Date of Service From Date

Date of Service To Date

☐ Include Closed ☐ Requested By Me

**FILTER** **RESET**

**PROVIDER FILTER** TCAAdmin TCAAdministrator Help

1 **PROVIDER FILTER (36/36)** TCAAdmin TCAAdministrator Help

☒ **Provider List** 2 + Advanced Search

☒ **Shephard, Christian**  
Location Name: Centre Hospitalier Universitaire de Québec

<b>Provider ID</b> 100113	<b>Tax ID</b>	<b>NPI</b> 1234567893
<b>Specialty</b> General Practice	<b>Servicing address</b> Centre Hospitalier Universitaire de Québec Édifice Iberville IV Ville de Québec, QC, G1V 4T2, Canada	

☒ **Shephard, Jack**  
Location Name: St. Sebastien Hospital

<b>Provider ID</b> 100111	<b>Tax ID</b>	<b>NPI</b> 1234567893
<b>Specialty</b> General Practice	<b>Servicing address</b> St. Sebastien Hospital 2602 N Main St. Los Angeles, CA, 90031, USA	

☒ **UMS Medical**  
Location Name: UMS Medical East

<b>Provider ID</b>	<b>Tax ID</b>	<b>NPI</b>
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3 **APPLY FILTER** **RESET**

## Authorizations Summary

An Authorization Summary is read-only. You can use the summary to view information on all the authorizations linked to your user account for all members you have access to.

For more detail about a specific authorization the user has two options:

Click on the **Authorization** in the table

- Click to the **expand the arrow** (as shown) for a quick view of the line item details

– OR –

- Click **View Auth Detail** button for additional details (example: Requesting Provider information.)



*Tip: Click on the member name to highlight the entire authorization line item row.*

**TruCare ProAuth** PROVIDER FILTER (78/78) Portal Writer Help

**Dashboard** CREATE INPATIENT AUTHORIZATION CREATE SERVICE/PROCEDURE AUTHORIZATION

**Filter By**

Member ID:  Authorization Number:  Inpatient Service Types:  Service/Procedure Service Types:

Date of Service From Date:  Date of Service To Date:

☐ Include Closed ☐ Requested By Me

**FILTER** **RESET**

**Inpatient Authorizations Summary**

Member Name...	Authorization...	From Date	To Date	Servicing Facili...	Diagnosis Cod...	Determination...	State
Cragun, Nataly...	IP0000000511	07/15/2017	07/20/2017	California Hos...	003.9	Pending	Open
⊕ Cragun, Natal...	IP0000000638	07/13/2017	07/20/2017	Dallas Medical...	003.24	Pending	Open
Line Item	From Date	To Date	Requested Days	Stay Level	Status		
1	07/13/2017	07/20/2017	7	Nursery-Boarder Baby	No Decision		
Cragun, Nataly...	IP0000000370	07/13/2017	07/16/2017	Dallas Medical...	003.8	Pending	Open

**Service / Procedure Authorizations Summary** ADD/EXTEND SERVICE VIEW AUTH DETAILS

Member Name	Authorization #	Start Date	End Date	Determination Statu...	State	
⊕ Barkley, Charlene R	OP0000000106	07/22/2017	08/19/2017	Partially Approved	Open	
Line Item	Start Date	End Date	Servicing Provider	Procedure Code a...	Service Type	Status
1	08/05/2017	08/05/2017	Good Samaritan H...	0067T CT COLON...	Surgical	Approved
2	07/22/2017	08/19/2017	Good Samaritan H...	0067T CT COLON...	Surgical	No Decision
Contreras, Naomi D	OP0000000468	07/14/2017	08/05/2017	Partially Approved	Open	
Cragun, Natalya O	OP0000000290	07/13/2017	07/27/2017	Approved	Open	

The **Authorization Summary Screen** displays the following read-only information.

- Member Demographics, Authorization Details** (including Requesting Provider Details)
- Line Item Details**
- Print** option or go **Back to Dashboard**

**1 Inpatient Authorization Summary** 4 PRINT BACK TO DASHBOARD

**Member ID** M1000020000 **Name** Abbott, Robert C **Date of Birth (Age)** 05/02/1942 (75 years) **Gender** Male

**Authorization Details**

**2 Authorization Number** IP0000000897 **Admission Type** Elective **Level Of Urgency** **Request Source** Authorized Representative

**Admission Date** 07/19/2017 **Discharge Date** **Total Days** 3 Approved/ 0 Denied/ 0 Pending **Discharge Disposition**

**State** Open **Primary Diagnosis Code** 002.3 **Primary Diagnosis Description** PARATYPHOID FEVER C

**Requesting Provider Name** California Hospital Medical Center **Requesting Provider NPI** 1234567893 **Requesting Provider Phone Number** (123) 456-7890 **Requesting Provider Fax Number** (123) 456-7888

**Servicing Facility Name** California Hospital Medical Center **Servicing Facility NPI** 1234567893 **Servicing Facility Phone Number** **Servicing Facility Fax Number**

**Servicing Facility Out Of Network Reason** Continuity of Care

**3 Line Item Details**

Line Item	From Date	To Date	Requested Days	Status	Determined Days	Applied Eligibility	Stay Level	Service Type	Place Of Service	Level Of Urgency	Type	Primary
1	07/19/2017	07/22/2017	3	Approved	3	TX,HMO	Medical	Medical Care	Trital 638 Free standing Facility		Emergency	

## Creating IP Authorization

Best Practices is to always begin the workflow by searching for a member before you click **Create an Inpatient Authorization** request.

1. **Search for the Member**
  - a. **Full Member ID -OR-**
  - b. **Subscriber ID AND member DOB**

3. Click **Search**

Click the **Create Inpatient Authorization Button** to open the Authorization form and begin the workflow. (Medical and Behavioral Health dropdown will be provided be sure to click the proper form)

## Prescreen

Prescreen is the initial step in the workflow where you can learn the classification of an authorization request immediately. If authorization is required, you will proceed through the workflow. If authorization is not required, a message may inform you of the next steps to take.

1. **Admission Date**
2. **Member's Applied Eligibility** auto populates if the member's eligibility is on file.
3. **Servicing Facility** by typing at least 2 characters, and then **Search**. For best results use precise criteria.
  - a. Search by **Provider Name or**
  - b. Search by **Provider NPI**
4. **Primary Diagnosis Field** by typing at least 2 characters and then **Search**. For best results use precise criteria.
  - a. Search by **Diagnosis Name or**
  - b. Search by **ICD9 or ICD10 Code**
5. Complete the mandatory dropdown **Stay Level**
6. Complete the **Requested Days** and **Service type** (if configured)
7. Click **Next** for results message.

Member Search

☒ Search by ID

Member ID  Date of Birth

Enter 21 characters OR 9 characters and date of birth MM/DD/YYYY

☐ Search by Name and Date of Birth

First Name  Last Name  Date of Birth

Enter at least 2 characters Enter at least 2 characters MM/DD/YYYY

[VIEW SUMMARY](#) [CREATE INPATIENT AUTHORIZATION](#) [CREATE SERVICE/PROCEDURE AUTHORIZATION](#)

Prescreen

Authorization Details

Authorization Confirmation

\* Admission Date  \* Member's Applied Eligibility

MM/DD/YYYY

\* Servicing Facility

Search by Provider name (OR) Search by Provider NPI

\* Primary Diagnosis

Search by Diagnosis name (OR) Search by Code

Primary Procedure

Search by Procedure name (OR) Search by Code

\* Stay Level

## Prescreen Messages

Possible Prescreen messages upon Submit:

### Authorization – Not Required

This Authorization does not require an authorization.

### Authorization – Duplicate Request

Authorization is a Duplicate Request please contact the Payer.

### Eligibility – Member Ineligible

Member is not eligible. Please contact the payer for further assistance.

### Admission/Start Date beyond the Limit

Your requested service dates are beyond the allowable limit. Please contact the payer for further Assistance.

### Servicing Facility – Out of Network

An OON facility is selected. (NOTE: You can continue with the authorization request.)

### Attachment Upload Failed

A problem occurred with the file upload. Please make sure your attachment name meets these requirements.

- Filename must be alphanumeric.
- Filename can include a dash or underscore.
- Filename cannot contain spaces.

### Retrospective Authorizations

Contact the Payer/UM Department for retrospective consideration.

TruCare ProAuth

PROVIDER FILTER (78/78) Portal Writer Help

Dashboard

Member Search

Bertram, [redacted]

Member ID [redacted]

Date of Birth (Age) 05/02/1954 (62 years)

Gender Male

Active Eligibility Yes

Policy # [redacted]

Product WL\_TANF

Group # 943424243

Eligibility Effective Dates 11/01/2005 - 12/17/2025

Create Inpatient Authorization

Prescreen Authorization Details Authorization Confirmation

\* Admission Date 04/14/2017

\* Member's Applied Eligibility WL\_TANF

\* Servicing Facility Oak Tree Medical Center 4000000032 CLEAR

⚠ Servicing Facility selected is out of network.

\* Primary Diagnosis TETANUS 037 ICD9 CLEAR

Primary Procedure INFUSION OF IMMUNOSUPPRESSIVE ANTIBODY T 00.18 ICD9 CLEAR

\* Stay Level Medical x

Contact the Payer/UM Department for retrospective consideration.

NEXT CANCEL



**Tip:** After any change made in the workflow, Prescreen will run again to determine whether an Authorization is required.

## Authorization Details

Once the prescreen determines that you should continue with the Authorization, complete the required fields on the **Authorization Details** Page.

1. Complete **Authorization Details**
  - a. Admission Type
  - b. Admission Source
  - c. Place of Service
  - d. Target Discharge Date
  - e. Service Type
  - f. Level of Urgency
  - g. Out of Network Reason (if applicable)
  - h. Requesting Provider
  - i. **Provider Name Field** – Enter a minimum of 2 characters to begin your search  
- OR -
  - j. **Provider NPI Field** – Enter the full provider NPI
  - k. Requesting Provider Contact Name
  - l. Requesting Provider Contact Number
  - m. Requesting Provider Fax Number
  - n. Primary Procedure Name or Code
  - o. Secondary Diagnosis
2. **Add Note** (if required)
3. **Add Attachment** (if required)
4. **Submit**

Once you click **Submit**, you are able to:

- a. **Return to Member Search**
- b. **Return to Dashboard**
- c. **Print** the successfully submitted message



**Tip:** If you need to edit any information you entered on the Prescreen, just click the **"Back to Prescreen"** button prior to submission.

## Adding a Note

If configured, a note may be added or required.

1. Click **Add a Note** in the upper right.
2. Enter the content in the **\*Note** text box.
3. Click **Save** when finished.

*A Note and an Attachment are required*

ADD NOTE

ADD ATTACHMENT (0)



**Tip:** Fields marked with an \* are mandatory, click Save after entering note detail.

## Adding an Attachment

If configured, an attachment may be added or required.

1. Click **Add Attachment** in the upper right.
2. Select **\* Document Type**.  
*The document type that you choose is displayed on the line item after the file is attached.*
3. Enter a comment if necessary.
4. Click **Browse** to navigate to the file location, select the file, and then click **Open**.
5. Click **Add**. The file is listed in the Attached Files section.  
*To discard the file, select the line item and click Remove.*
6. Click **Close** when finished.

**The count (in parenthesis) indicates the number of attachments.**

ADD NOTE

ADD ATTACHMENT (1)

Document Type	File	Comment
Medical Records	M1000590000_recor...	



## Creating an SP Authorization Request

Creating a Service and Procedure Authorization is primarily the same workflow as an Inpatient Authorization form.

The following outlines the difference as it pertains to **editing**, **adding** and **removing services** prior to submission.

## Add or Edit a Service

Once you have added the initial service, you have the option to add additional services or edit services. Adding or editing a service returns you to **Prescreen** to begin the workflow for the added service.

1. Complete the fields. If an authorization is required, advance to the **Authorization Details** page, via the **Next** button.
2. Click **Add Service**,
3. If changes are necessary, **Edit (prior to submission)**.

**Note:** You can edit all fields in Prescreen except Primary Diagnosis.

## Remove a Service Request

Prior to Submitting an Authorization, users can discard any newly added service/procedure. Select the **Remove** button to delete the unwanted service.

- a. Click **Yes** to remove the Service
- b. Click **No** to leave the Service as is



**Tip:** Make sure that your entries are accurate. You cannot edit an authorization request after you submit it. If necessary, return to Prescreen to correct any entries made in error.



## Add to an Existing Service Authorization

You can add a service to an existing open SP Authorization request. This workflow offers convenience and work/time efficiencies.

To access the **Add/Extend Service** option:

1. Go to the **SP Authorization Summary** from the **Dashboard**.
2. Click to highlight the Authorization to which you are adding/extending.
3. Click **Add/Extend Service** button.
4. From the **Services** page, click **Add Service** button.
5. **Submit** button to complete the workflow.



**Tip:** When selecting "Add/Extend Service" to an Authorization, some fields will automatically prepopulate for ease of data entry and consistency.

### NOTES:

- a. Complete the fields and if an authorization is required, advance to the **Authorization Details** page, via the **Next** button.
- b. Complete the **Authorization Details** and continue to the **Services** page via the **Next** button.
- c. From the **Services** page, review your entries to ensure that you are submitting accurate information. If the entries are correct, click **Submit** to receive confirmation.
- d. Otherwise, click **Edit** to return to **Prescreen** and enter correct values.

## Dashboard with Service Request Authorization Summary

The **Dashboard** provides the user with a quick view of authorizations linked to their account. Users can filter, sort and view information on all current, closed and "requested by me" authorizations. If enables Service Request are located at the bottom of the ProAuth Dashboard.

- Navigation Pane:** A designated space for demographic information on a member.
- Provider Filter:** A tool for searching and filtering requesting providers associated with your user account.
- References:** Name of user signed in and "Help" link to download the User Guide.
- Create IP/SP Auth:** Access to creating an IP or SP authorization request.
- Filter By:** A tool that controls what displays on the Authorization Summaries.
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- Page Controls:** Controls for moving to first, previous, next, or last page. Also for setting the number of table rows to view on each page (10, 20, 50, 100).
- Service/Procedure Authorizations Summary:** A table of service/procedure authorizations for providers associated with your user account.
- Add/Extend Service:** Add or extend a service to an existing SP authorization request.
- Line Item:** By member, each distinct service request that is submitted for an authorization.
- Service Request:** Your organization controls the display of this table.

TruCare ProAuth

Dashboard

Member Search

IP Configuration

SP Configuration

SR Configuration

Global Configuration

Ford, James

Member ID  
M1000530000

Date of Birth (Age)  
07/20/1969 (49 years)

Gender  
Male

Active Eligibility  
Yes

PROVIDER FILTER (82)

TCAdmin TCAdministrator Help About

CREATE INPATIENT AUTHORIZATION

CREATE SERVICE/PROCEDURE AUTHORIZATION

Filter By ?

Member ID  
m1000530000

Authorization Number

Date of Service From Date  
MM/DD/YYYY

Date of Service To Date  
MM/DD/YYYY

Inpatient Service Types

Service/Procedure Service Types

☐ Include Closed

☐ Requested By Me

FILTER RESET

Inpatient Authorizations Summary

Member Name	Authorization #	Determination Stat...	From Date	To Date	Servicing Facility	Diagnosis Code	State
Ford, James	IP0001004296	Pending	06/18/2019	06/20/2019	Miami Children's H...	086.0	Open

EXTEND VIEW AUTH DETAILS

Line Item	From Date	To Date	Requested Days	Stay Level	Procedure	Status
1	06/18/2019	06/20/2019	2	Medical	00.02 THERAPEUTIC ULTRASOUND O...	No Decision

Service / Procedure Authorizations Summary

ADD/EXTEND SERVICE VIEW AUTH DETAILS

Member Name	Authorization #	Determination Status	Start Date	End Date	State
Ford, James	OP0001004181	Approved	06/19/2019	06/20/2019	Open

Line Item	Start Date	End Date	Servicing Provider	Procedure Code and ...	Service Type	Status
1	06/19/2019	06/20/2019	Brooks, Douglas	00.02 THERAPEUTIC...	Surgical	Approved 2

Service Request Authorizations Summary

VIEW AUTH DETAILS

Member Name	Authorization #	Determination Status	Start Date	End Date	Provider	State
Ford, James	SR0000000632	Approved	06/05/2019	06/10/2019	Brooks, Douglas	OPEN

Line Item	Service	Modifier	Service Offer	Start Date	End Date	Quantity	Status
1	S5102 DAY CARE...	32 Mandated Ser...	DAY CARE SERVL...	06/05/2019	06/10/2019	44 visits	Approved visits

Ford, James	SR0000000431	Denied	05/17/2019	06/21/2019	Brooks, Douglas	OPEN
Ford, James	SR0000000507	Approved	05/26/2019	05/31/2019	Brooks, Douglas	OPEN
Ford, James	SR0000000370	Approved	05/08/2019	05/17/2019	Brooks, Douglas	OPEN
Ford, James	SR0000000267	Partial Approval	03/11/2019	03/22/2019	Brooks, Douglas	OPEN

## Acknowledging Service Requests

If configured, a provider may require you to acknowledge service requests in the Service Request Summary table.

You must acknowledge service requests in the following cases:

- There is a new service request in TruCare ProAuth.
- A previously acknowledged service request is modified in TruCare, for example a new line item is added or an already acknowledged line item is changed.

To acknowledge service requests in the summary table:

1. Select the **Accept** check box for the service request.
2. Click **Acknowledge**.

If you want to acknowledge multiple service requests, select the **Accept** check box for all service requests you want to acknowledge. You can acknowledge up to 100 service requests at a time.

Acknowledged service requests display **Accepted** in the **Acknowledge** column. The **View Auth Details** button is enabled.

**Service Request Authorizations Summary**  
You must acknowledge unacknowledged service requests.

**ACKNOWLEDGE** **VIEW AUTH DETAILS**

Acknowledge	Member Name	Authorization #	Determination Sta...	Start Date	End Date	Provider	State
<input type="checkbox"/> Accept	Ford, James	SR0000000632	Approved	06/28/2019	07/26/2019	Brooks, Douglas	OPEN
<b>Accepted</b>	Ford, James	SR0000000431	Denied	05/17/2019	06/21/2019	Brooks, Douglas	OPEN
<b>Accepted</b>	Ford, James	SR0000000507	Approved	05/26/2019	05/31/2019	Brooks, Douglas	OPEN
<b>Accepted</b>	Ford, James	SR0000000370	Approved	05/08/2019	05/17/2019	Brooks, Douglas	OPEN
<b>Accepted</b>	Ford, James	SR0000000267	Partial Approval	03/11/2019	03/22/2019	Brooks, Douglas	OPEN

1 10

**Service Request Authorizations Summary**  
You must acknowledge unacknowledged service requests.

**ACKNOWLEDGE** **VIEW AUTH DETAILS**

Acknowledge	Member Name	Authorization #	Determination Sta...	Start Date	End Date	Provider	State
<input type="checkbox"/> Accept	Ford, James	SR0000000632	Approved	06/28/2019	07/26/2019	Brooks, Douglas	OPEN
<b>Accepted</b>	Ford, James	SR0000000507	Approved	05/26/2019	05/31/2019	Brooks, Douglas	OPEN
<b>Accepted</b>	Ford, James	SR0000000431	Denied	05/17/2019	06/21/2019	Brooks, Douglas	OPEN
<b>Accepted</b>	Ford, James	SR0000000370	Approved	05/08/2019	05/17/2019	Brooks, Douglas	OPEN
<b>Accepted</b>	Ford, James	SR0000000267	Partial Approval	03/11/2019	03/22/2019	Brooks, Douglas	OPEN

1 10