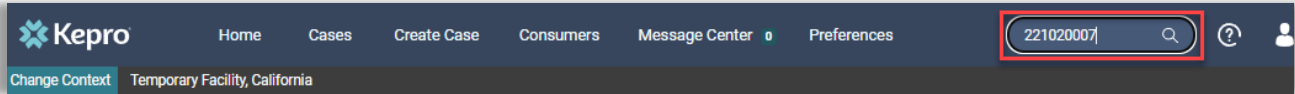


Summary

When a change has been made to the submitted request, you will receive an email notification. The email notification will provide the Case ID to direct you to the specified request. The below instructions will identify the steps to view the determination letter.

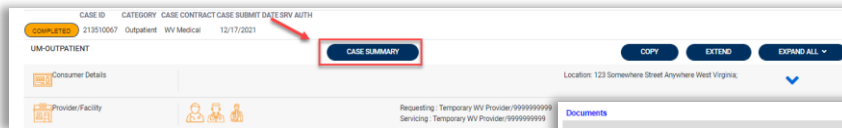
1 Search for Case

Enter the provided Case ID in the search bar on the top of the Provider Portal and press **Enter** on the keyboard or click outside the text box.



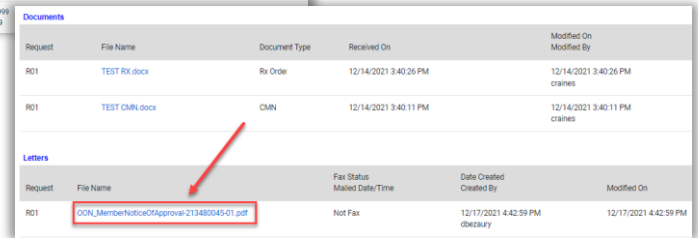
2 Open Case Summary

Once the case displays, click **Case Summary** at the top of the page.



3 Search for Letter

Scroll to the bottom of the summary to the Letter section. Click the **file name hyperlink**.



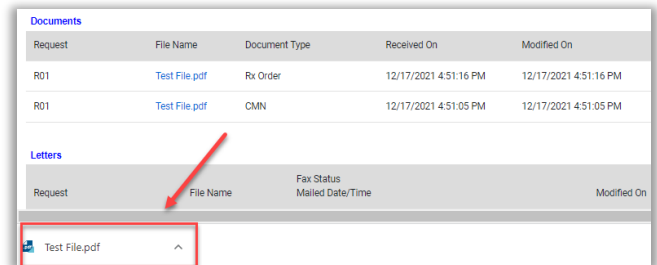
The screenshot shows the 'Documents' and 'Letters' sections. A red arrow points to the file name 'COA_MemberInfoOfApproval-213480545-01.pdf' in the 'Letters' table, which is highlighted with a red box.

Request	File Name	Document Type	Received On	Modified On
R01	TEST RX.docx	Rx Order	12/14/2021 3:40:26 PM	12/14/2021 3:40:26 PM cranes
R01	TEST CMN.docx	CMN	12/14/2021 3:40:11 PM	12/14/2021 3:40:11 PM cranes

Request	File Name	Fax Status	Mailed Date/Time	Date Created	Created By	Modified On
R01	COA_MemberInfoOfApproval-213480545-01.pdf	Not Fax		12/17/2021 4:42:59 PM	clerkary	12/17/2021 4:42:59 PM

4 View Letter

Click the file at the bottom of the page once downloaded. The file will open outside of the provider portal for viewing, downloading, saving, and/or printing if needed.



The screenshot shows the 'Documents' and 'Letters' sections. A red arrow points to the file name 'Test File.pdf' in the 'Letters' table, which is highlighted with a red box.

Request	File Name	Document Type	Received On	Modified On
R01	Test File.pdf	Rx Order	12/17/2021 4:51:16 PM	12/17/2021 4:51:16 PM
R01	Test File.pdf	CMN	12/17/2021 4:51:05 PM	12/17/2021 4:51:05 PM

Request	File Name	Fax Status	Mailed Date/Time	Modified On
	Test File.pdf			

5 Sample Letter

Once view is complete, close tab to return to the provider portal.

