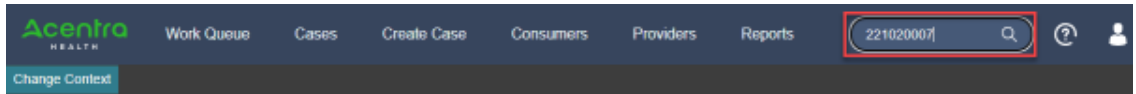


Summary

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.

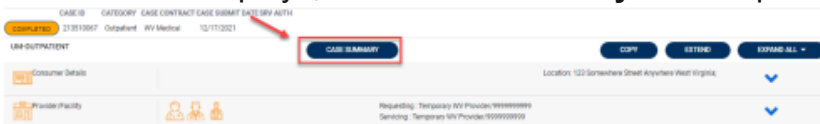
1 Search for Case

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.

Request	File Name	Document Type	Received On	Modified On
RD1	TEST RX.docx	Rx Order	12/14/2021 3:48:26 PM	12/14/2021 3:48:26 PM
RD1	TEST CMN.docx	CMN	12/14/2021 3:48:11 PM	12/14/2021 3:48:11 PM

Request	File Name	File Status	Mailed Date/Time	Date Created	Created By	Modified On
RD1	DOP_DeterminationApproval 2138880547.pdf	Text File		12/17/2021 4:51:16 PM	ibawary	12/17/2021 4:51:16 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.

Request	File Name	Document Type	Received On	Modified On
RD1	Text File.pdf	Rx Order	12/17/2021 4:51:16 PM	12/17/2021 4:51:16 PM
RD1	Text File.pdf	CMN	12/17/2021 4:51:05 PM	12/17/2021 4:51:05 PM

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

5 Sample Letter

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

