

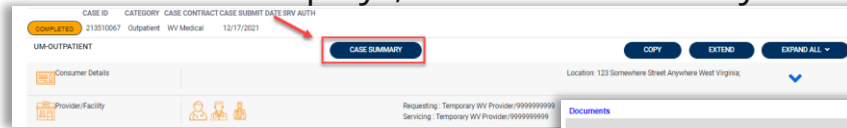
Summary

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.

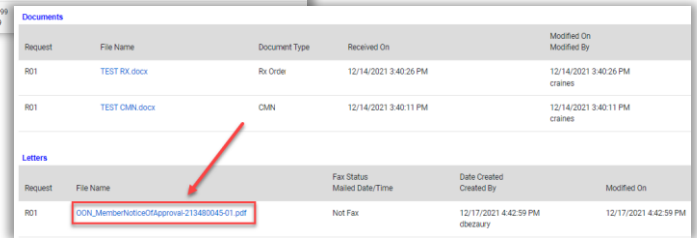
1 Search for Case
Enter the provided Case ID in the search bar on the top of the Provider Portal and click Search.



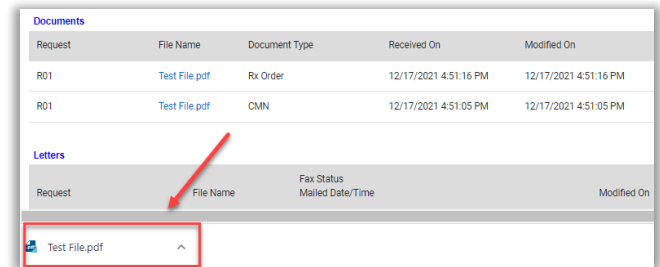
2 Open Case Summary
Once the case displays, click Case Summary at the top of the page.



3 Search for Letter
Scroll to the bottom of the summary to the Letter section. Click the file name hyperlink.



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.



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

