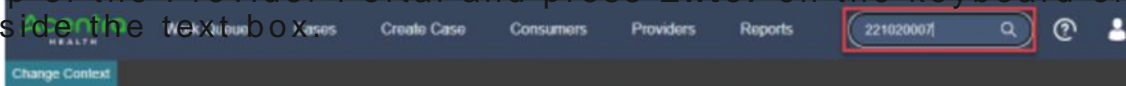


## Summary

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

Request	File Name	Document Type	Received On	Modified On
R01	TEST RX.docx	Rx Order	12/14/2021 3:48:26 PM	12/14/2021 3:48:26 PM
R01	TEST CDM.docx	CMN	12/14/2021 3:48:11 PM	12/14/2021 3:48:11 PM

Request	File Name	File Status	Created Date/Time	Date Created	Created By	Modified On
R01	<a href="#">CDM_ReviewAndApproval_012000001.pdf</a>	Not File	12/17/2021 4:51:16 PM	12/17/2021 4:51:16 PM	Matthew	12/17/2021 4:51:16 PM

## View Letter

4 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
R01	Text File.pdf	Rx Order	12/17/2021 4:51:16 PM	12/17/2021 4:51:16 PM
R01	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
	<a href="#">Text File.pdf</a>			

## 5 Sample Letter

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

