

## 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.

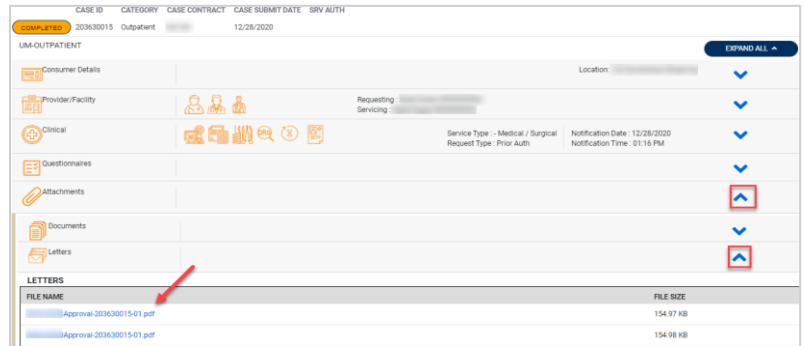
### 1. Search for Case

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



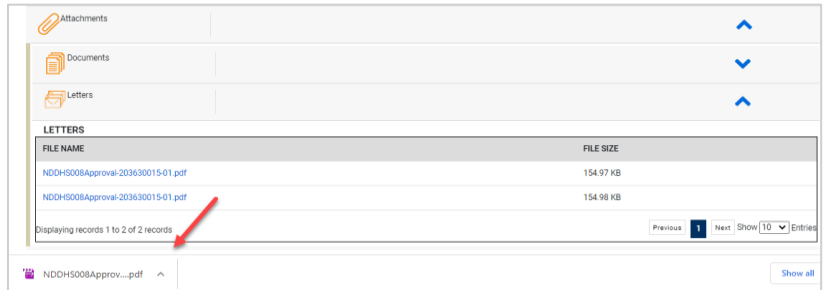
### 2. Search for Letter

Once the case displays, expand Attachments, then expand Letters. The available determination letters will be hyperlinks.



### 3. View Letter

To view the determination letter, click the file name hyperlink. The file will open outside of the provider portal for viewing, downloading, saving, and/or printing if needed.



### 4. Sample Letter

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

