

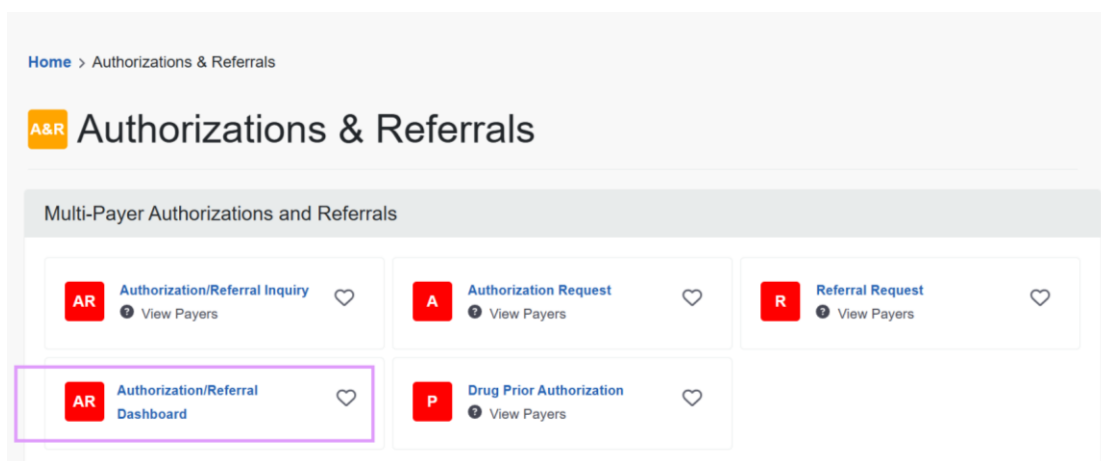
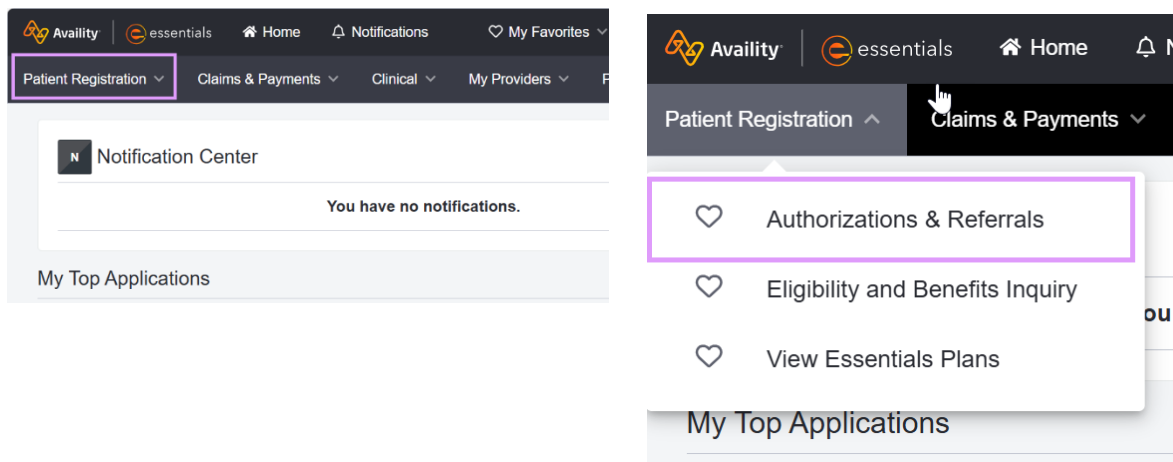
View authorization status letters on Availity®

What you need to know

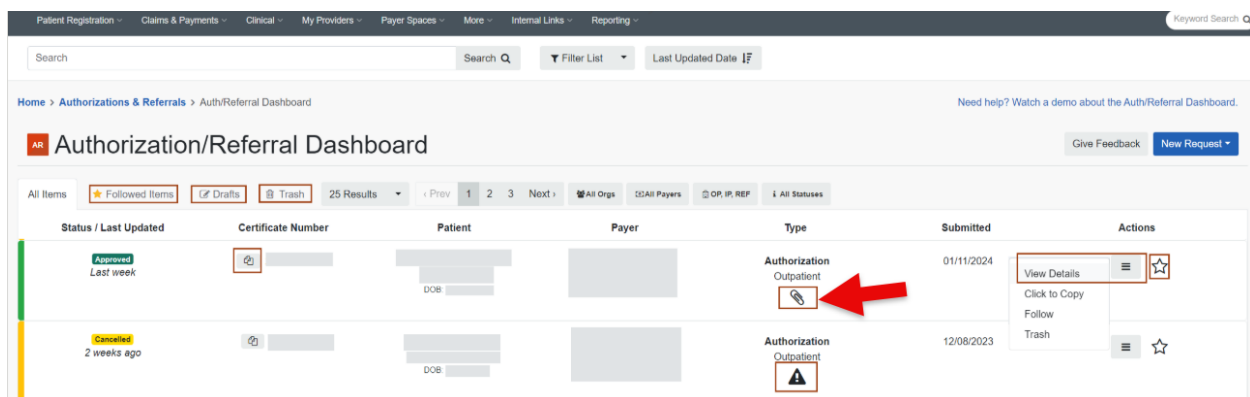
Medicaid providers can now access some authorization status letters right from the Authorization Dashboard on our [provider portal on Availity](#).* We're working towards digitalizing all of our paper authorization letters. As we complete them, we'll stop mailing paper ones to you. In the meantime, you may receive both digital and physical letters.

How to access digital letters

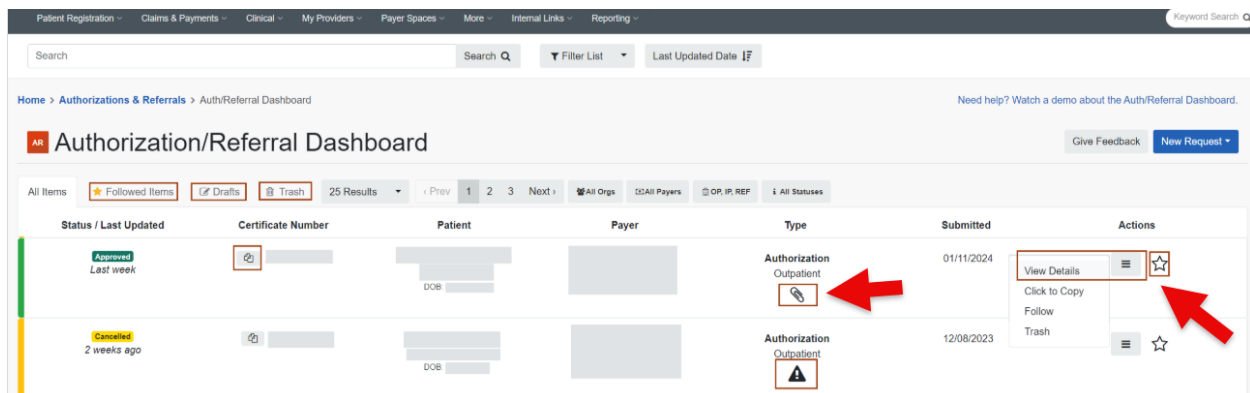
If a digital status letter associated to an authorization is available, you can access it from the Authorization/Referral Dashboard. To get there, log in to [Availity](#). Then, go to "Patient Registration" on the gray navigation bar and choose "Authorizations & Referrals."



If the initial authorization is submitted on Availity and there's a letter associated to the decision, a paper clip icon will display.



Select the paper clip to see the details card or go to “View/Action,” then choose “View Details.”



Within the details card, there's a Health Plan Correspondence(s) section. This is where you'll find the associated letters and information relating to them.

File name

- This is where you'll find the link to the status decision letter.
- Select the link to open the letter, then you can download, print or save it.

Document ID

- This is the unique document ID number for the letter.
- Use this document ID as a reference when contacting us if you encounter issues with accessing the letter or for any other questions regarding the authorization.

Recipient name(s)

- This is a list of the requesting and rendering providers the letter is shared with.
- The patient's primary care provider (PCP) won't be included in this list even though you may see a letter addressed to them for awareness.

The screenshot shows a window titled "Authorization Information" with a close button in the top right. Inside, there's a section "Health Plan Correspondence(s)" with a yellow informational box. Below this, two attachments are listed. In the first attachment, the "File Name", "Document Id", and "Recipient Name(s)" fields are highlighted with red boxes. The second attachment follows a similar layout.

Health Plan Correspondence(s)					
Attachment 1 <table><tr><td>File Name Medicare Notice of Denial of Med Cov - MED</td><td>Document Id 6Sq5t~swY11cYS-IQIW-xykN-EBeQ-1JGNE8EOUUsz</td><td>Recipient Name(s) AL BENSON KISHWAUKEE COMMUNITY HOSPITAL</td></tr></table>			File Name Medicare Notice of Denial of Med Cov - MED	Document Id 6Sq5t~swY11cYS-IQIW-xykN-EBeQ-1JGNE8EOUUsz	Recipient Name(s) AL BENSON KISHWAUKEE COMMUNITY HOSPITAL
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Attachment 2 <table><tr><td>File Name Standard Medical Necessity/ Admin Denial or Combo</td><td>Document Id 1YRrA~qeOAV3Zw-RSZA-X2vd-rzsF-UTXpL29Th3xf</td><td>Recipient Name(s) AL BENSON KISHWAUKEE COMMUNITY HOSPITAL</td></tr></table>			File Name Standard Medical Necessity/ Admin Denial or Combo	Document Id 1YRrA~qeOAV3Zw-RSZA-X2vd-rzsF-UTXpL29Th3xf	Recipient Name(s) AL BENSON KISHWAUKEE COMMUNITY HOSPITAL
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At the bottom of the window are buttons for "Close Window", "Print", "Follow this item", and "Move to Trash".

Please note:

- Until all letters are digitalized, you may get digital letters on Availity® and receive additional paper letters associated to the same authorization in the mail.
- At this time, we don't display a consolidated letter addressed to all providers associated with the authorization. When you open a letter, you may see that it's not addressed to you and, instead, addressed to another provider or to your patient's PCP. All requesting and rendering providers will be listed within the content of the digital letter.
- We'll be making changes in the future to display one consolidated provider letter without address information. In the meantime, disregard the "address to" field.

Authorizations submitted using a method other than Availity®

You'll continue receiving paper copies of letters for authorizations submitted through another method, but you can still access a digital version on the portal. In this situation, the paper clip icon won't display.

To access the digital letter:

1. First, submit an Authorization Inquiry on our provider portal on Availity.
2. Fill out all required fields, along with the authorization number in the service information field.
3. Once a response is returned, pin the inquiry to your dashboard.
4. Go to the Authorization Dashboard.
5. Navigate to the details card by selecting "View/Action," then "View Details."
6. Go to the Health Plan Correspondence(s) section to see if a digital letter is available.

Digital letter retention

Older letters may expire from the dashboard. If an authorization expires from the dashboard, submit a new Authorization Inquiry and you'll be able to view it again.



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