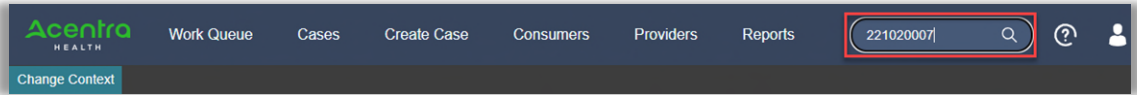


When a change has been made to the submitted request, you will receive an email notification. The email notification will provide the Case ID to direct you to the specified request. The below instructions will identify the steps to view the determination letter.

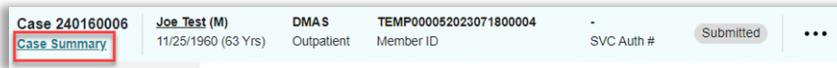
1 Search for Case

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.



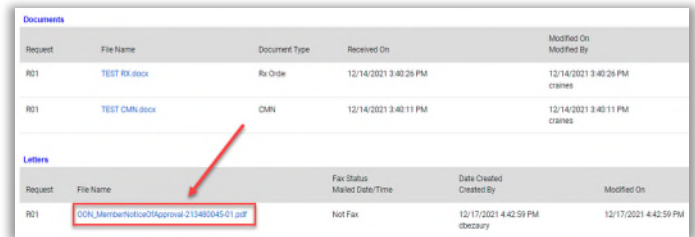
2 Open Case Summary

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



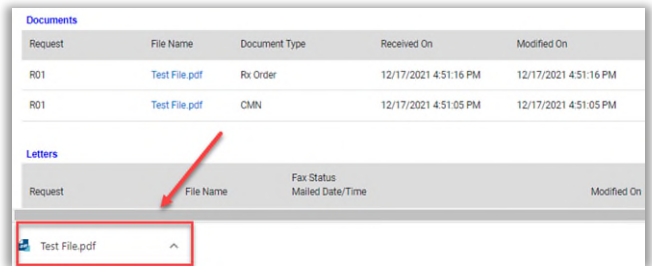
3 Search for Letter

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



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.

