

# Digital Authorization Status Letters

Skip the mailbox.

## You can now view authorization status letters on Availity

No need to wait for them to be delivered in the mail. You can access them right from your authorization dashboard.

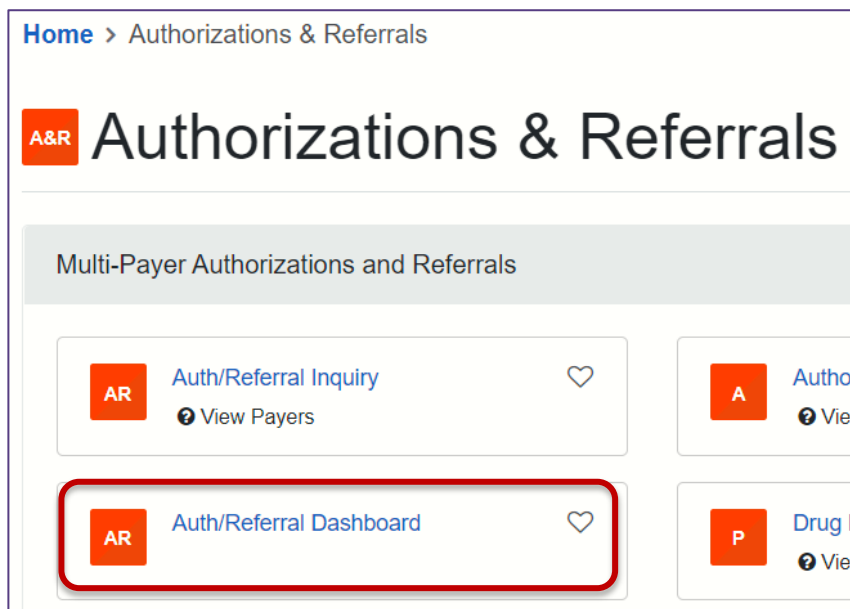
In our first release of this new functionality, you'll have access to six different authorization status letters. **These letters will no longer be mailed to you:**

- Standard Insufficient Info Request letter
- Standard Coordination of Benefits letter
- Medicare Notice of Auth of Service letter
- Medicare Notice of Denial of Coverage letter
- Standard Medical Necessity/Admin Denial or Combo
- Standard Medical Necessity/Admin Approval

Throughout this year, we'll continue to digitalize all our paper authorization letters. As they are completed, we'll make them available on Availity and stop mailing paper to you.

### Access to digital letter

If a digital letter associated to an authorization status is available, you can access it from the Authorization dashboard.



**If the initial authorization was submitted on Availity**, and there is a letter associated to the decision status, a paper clip will display as notification a status decision letter is available.

**Auth/Referral Dashboard** Give Feedback New Request

Search  Sort by: Last Updated List View Detail View

**Filter List** Applied Filters: STATUS: ALL x TYPE: OUTPATIENT x TYPE: INPATIENT ORGANIZATION: ALL x PAYER: AETNA (COMMERCIAL & MEDICARE) DATE RANGE: ALL

All Items Followed Items Drafts Trash

Type	Cert #	Patient	Payer	Submitted	Last Updated	Service Info	Status	View/Action
Authorization Outpatient	220302067995	<b>BARNEY COTTER</b> <small>300006110300, DOB: 01/01/1945</small>	AETNA (COMMERCIAL & MEDICARE)	2022-03-02	12 minutes ago	NA	<b>PARTIALLY APPROVED</b>	 
Authorization Outpatient	220330073634	<b>SHEA STOVIAK</b> <small>W185615030, DOB: 03/10/1982</small>	AETNA (COMMERCIAL & MEDICARE)	2022-04-05	1 hour ago	NA	<b>APPROVED</b>	 
Authorization Inpatient	220404073939	<b>BARNEY COTTER</b> <small>300006110300, DOB: 01/01/1945</small>	AETNA (COMMERCIAL & MEDICARE)	2022-04-04	2 hours ago	2022-04-04 - NA	<b>APPROVED</b>	 

- Click on the **Paper Clip** to take you to the View Details card.
- Or click **View/Action** then **View Details**

Type	Cert #	Patient	Payer	Submitted	Last Updated	Service Info	Status	View/Action
Authorization Outpatient	220302067995	<b>BARNEY COTTER</b> <small>300006110300, DOB: 01/01/1945</small>	AETNA (COMMERCIAL & MEDICARE)	2022-03-02	12 minutes ago	NA	<b>PARTIALLY APPROVED</b>	<span style="border-left: 2px solid red; padding-left: 5px;">View Details Print Follow this item Move to Trash</span>
Authorization Outpatient	220330073634	<b>SHEA STOVIAK</b> <small>W185615030, DOB: 03/10/1982</small>	AETNA (COMMERCIAL & MEDICARE)	2022-04-05	1 hour ago	NA	<b>APP</b>	

Within the View Details card, a new Health Plan Correspondence(s) section has been added. You must scroll down to this section.

**Authorization Information** ✕

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**Health Plan Correspondence(s)**

**i**

- As we move forward in digitalizing Authorization decision correspondence, you may receive duplicate or additional paper correspondence related to the Authorization via USFS.
- We are working to consolidate Authorization provider correspondence to one provider view. Until that is complete, please disregard the "address to" field.

<b>Attachment 1</b>		
<b>File Name</b>	<b>Document Id</b>	<b>Recipient Name(s)</b>
Medicare Notice of Denial of Med Cov - MED	6Sq5t~swY11cYS-IQIW-xykN-EBeQ- 1JGNE8EOUUsz	AL BENSON  KISHWAUKEE COMMUNITY HOSPITAL
<b>Attachment 2</b>		
<b>File Name</b>	<b>Document Id</b>	<b>Recipient Name(s)</b>
Standard Medical Necessity/ Admin Denial or Combo	1YRrA~qeOAV3Zw-RSZA-X2vd-rzsF- UTXpL29Th3xf	AL BENSON  KISHWAUKEE COMMUNITY HOSPITAL

Close Window
Print
Follow this item
Move to Trash

## File Name

This column contains the link to a status decision letter.

Simply click on the link to open the letter where you can download, print, or save it.

## Document ID

This information is the document identification label.

Please use this ID as reference if you encounter issues with accessing the digital letter.

## Recipient Name(s)

These names identify the Provider(s) associated to the authorization to which the status decision letter is being shared with. **Only Requesting and Rendering providers will be listed.**

- **Please note:** a member's PCP will not be included in this list even though you may see a letter addressed to them for awareness.

## Please note disclaimers:



- As we move forward in digitalizing Authorization decision correspondence, you may receive duplicate or additional paper correspondence related to the Authorization via USPS.
  - We are working to consolidate Authorization provider correspondence to one provider view. Until that is complete, please disregard the "address to" field.
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- As previously mentioned, at this time only six status decision letters will display digitally. Throughout 2022/2023, we'll continue to digitalize all our paper authorization letters. As they are completed, we'll make them available on Availity and stop mailing paper to you.
    - **Until all letters are digitalized, if an authorization status change triggers multiple/subsequent decision letters, you may see a digital letter(s) on Availity and receive additional paper letter(s) associated to the same authorization in the mail.**
  - At this time, we do not display one consolidated letter that is addressed to all providers associated to a particular authorization. Therefore, when you open a letter, you may see that it is not addressed to you, but to another provider or to the member's PCP. All Requesting and Rendering providers will be listed within the content of the digital letter.
    - **In a future enhancement, we'll be making changes to display one consolidated provider letter without address information.**

## Authorizations not initially submit on Availity

For authorizations not submitted on Availity, you'll continue to receive a paper copy of the letter in addition to being able to access a digital version on Availity.

- To access the digital letter, you must first **submit an Authorization Inquiry** populating all the required fields along with the Authorization number in the Service information field.
- Once the response is returned, you must "Pin" the authorization inquiry to your dashboard, and then navigate over to the Authorization Dashboard.
- In this situation the **"paperclip" notification will not display.**

- You must navigate to the **View Details** card by clicking **View/Action** then **View Details** (see screenshot above).
- Scroll down to the Health Plan Correspondence(s) section to see if a digital letter is available.

### **Digital letter retention**

The digital letter is available to view/access within the dashboard authorization details card as long as the authorization continues to display on the dashboard.

The following steps must be taken to gain access to the digital letter again, after an authorization expires from the dashboard.

- If an authorization expires from the dashboard, you must submit a new authorization inquiry and pin the results to your dashboard to access a digital letter.
  - From the dashboard, you must then go to **view details** to access the digital letter under the Health Plan Correspondence section.



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