



CareAffiliate® - Accessing Letters Instructions for Intermountain Caregivers

Users within the Intermountain network can save time by accessing preauthorization letters as soon as they are created. This allows the provider to quickly submit additional information (if requested) or appeal the denied request.

Follow the steps below to quickly access preauthorization letters:

1. Click on the **Authorizations** tab.

2. Enter desired information to locate the authorization. The simplest search option is by "Reference #" (if available), which is the same as the "Authorization #."

The screenshot shows the 'selecthealth' website interface. At the top, there is a navigation bar with 'Home', 'Authorizations', and 'Help' tabs. The 'Authorizations' tab is selected. Below the navigation bar, there is a 'Welcome' message and a 'Log Out' link. The main section is titled 'Authorizations' and contains a 'Search Existing Records' button, a 'New Authorization' button, and a 'Clear' button. Below these buttons is a 'Search Criteria' section with various input fields: Member ID, Name, Requesting Provider ID, Servicing Provider ID, Servicing Facility ID, Reference # (highlighted with a red box), Diagnosis (with Code and Description sub-fields), Procedure, Place of Service (dropdown menu), Service (dropdown menu), Service Dates From/To, Submission Dates From/To, and Status (dropdown menu). At the bottom, there is a table with search results. The first row is highlighted with a red box and a red arrow pointing to it from step 4. The table has columns: Reference #, Member ID, Policy ID, Member Name, Member DOB, Requesting Provider, Status, and Diagnosis.

Reference #	Member ID	Policy ID	Member Name	Member DOB	Requesting Provider	Status	Diagnosis
221076415	0645008252	802101026-00	XZTEST, POWERTRAILONE D	10/10/1992	SPENCER, NEIL O	Modified	Z01.89 : Encounter for preprocedural examinations

3. Click on **Search Existing Records** to generate a result.

4. Locate the search result in the lower section of the screen. Click on the **Reference #** (in blue), which takes you to the summary screen.

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Accessing Letters, Continued

5. In the summary screen, click on **Attachments**.

selecthealth. Home Authorizations Help

Welcome [User] | Log Out

XZTEST, POWERTRAILONE D • FEMALE • 29 years • Reference # 221076415 • (Modified) [Print](#)

[Return To Search](#)

Authorization Request

Service 1 - ((c) Denied - No Letter)
Office/
Mental Health

Service 2 - ((k) Partial (Complete) - With Letter)
Office/
Mental Health

Notes (0)

Attachments (1)

General Information

[Member ID](#) 0645008252

Name XZTEST, POWERTRAILONE D

Request Type BHT Specialty Clinic

Event Classification Elective

Case Type Behavioral Health

Requester

Contact Name TEST

Contact Phone 801

[Requesting Provider/Facility](#) 107007291101 - SPENCER, NEIL O

Diagnoses

[Diagnosis](#) ICD10 - Z01.89 - Encounter for other specified special examinations

6. Locate the letter (the blue link under "File Name"), and click on this link to view the letter.

selecthealth. Home Authorizations Help

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Authorization Request

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Notes (0)

Attachments (1)

File Name	CDA Title	Date/Time Attached	File Size	Status
UMAPRDENMB		09/09/2022 10:16	N/A	Attached

Description: [Redacted]

Questions? Please contact CareAffiliate Information Services at 801-442-4566.