



How Do I View Authorization Letters?

For Additional Questions and Answers, visit our [FAQ](#) section

Step 1: Select the Application

Select **View Authorizations** on the left-hand side menu on the *MyPractice* Page.

Step 2: Select Your Identification Number

Verify that your Magellan Identification Number (MIS) and Taxpayer Identification Number (TIN) are entered on the Authorization Search page. If you have more than one MIS/TIN combination, make sure the appropriate combination is selected for the authorization(s) you want to check.

Step 3: Enter Search Criteria

Enter information that will enable us to retrieve the data you are seeking. You have the option of searching by any **one or more** of the following options:

Option 1 – **By Authorization Number**. Enter the Authorization Number exactly as it appears on your authorization letter.

Option 2 – **By Member Name/Patient Information**. Enter the Member/Patient's Last Name, First Name, and optional Member Number.

Option 3 – **By Date Range**. Enter authorization start date or decision date ranges using the mm/dd/yyyy format. Choose a **Select Date Type** entry from the drop-down menu box.

Step 4: Select Sorting Preference

You have a number of options for sorting this information to meet your needs. Select your preference from the drop-down menu in the **Sort Results By** field.

Step 5: Select Type or Authorizations You Wish to View

Select **Approved** or **Non-Approved** to indicate the type of authorization results you would like to view for this member.

Step 6: View Results

Select the button next to **View Summary** and then click **Submit** to view the results of your search.

Step 7: View Authorization Letter

Click **View Letter** and the image of your authorization letter will open in a new window.

Step 8: Print Authorization Letter

Select **File** on the toolbar, scroll down and click **Print**. You can also right-click on the authorization letter and scroll down to **Print**.

Tips

- If Magellan is required to authorize care to a specific provider within a group rather than to the group as a whole, the authorizations and letters to the specific provider may not be viewable by other group users.
- There is approximately a one-day delay for authorization letters to be available in the *View Authorizations* application.
- Authorization letters can be viewed for 12 months from the date the authorization was processed.
- Once you click on the *View Letter* link, the authorization letter opens in Adobe Reader. On the toolbar at the top of the authorization letter, you may click on the Zoom arrow to change the view.