



How Do I View Authorization Letters?

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

Step 1: Select the Application

Select **View Authorizations/Report/Letters** on the left-hand side menu on the *MyPractice* Page

Step 2: Select Your Identification Number

Verify the Magellan Identification Number (MIS) and Taxpayer Identification Number (TIN) entered on the application. 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 your 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.

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

Step 4: Select Sorting Preference

You will 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** to view the results of your search. Select **Submit**.

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 on **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 authorizations and letters to be viewable in View Authorizations/Report/Letters.
- Authorization letters can be viewed for twelve (12) months from the date the authorization was processed.
- Once you click on the View Letter link in question, the authorization letter will open in Adobe Reader. On the toolbar at the top of the authorization letter, click on the Zoom arrow. Here you can change the percentage (%) of view.
- For further assistance, use the **FAQs** link to access **Contact Us**.