# Preauth & Care Plan Tool
Accessing Letters

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

Method 1: Search Request

1. From the Preauth & Care Plan Tool dashboard, open the **Menu** and select **Search Request**.

2. Enter member information (name, DOB, etc.) in the relevant fields and click **Search**.

3. Identify the correct member in the search results and click the cog wheel in the left column. Click **Open**.
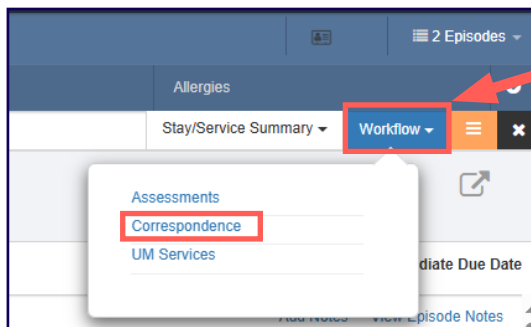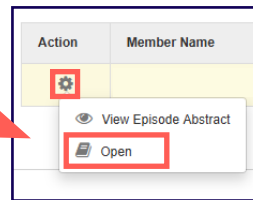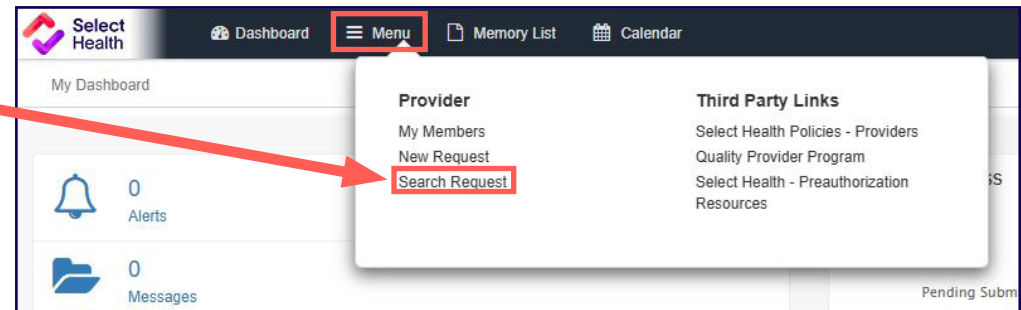
4. On the right side of the screen, click the blue **Workflow** button and select **Correspondence**.

5. If a letter printed, information will show here. Click the cog wheel and select **View PDF Preview**. The letter will begin to download.

6. If a letter did not print, this screen will say **"No Records Found."**
   Note: It can take up to one hour for letters to show after the request has been reviewed.

Method 2: Decisions Made Today

1. From the Preauth & Care Plan Tool dashboard, go to the **Decisions Made Today** section and click the decision type on the circle (Approved, Denied, or Partial Denial) that you would like to view.

2. Click the cog wheel in the left column to view the decision, and then click **Open**.
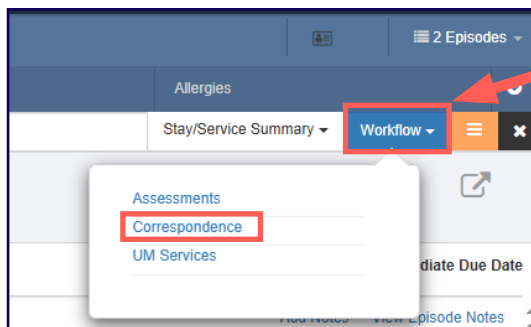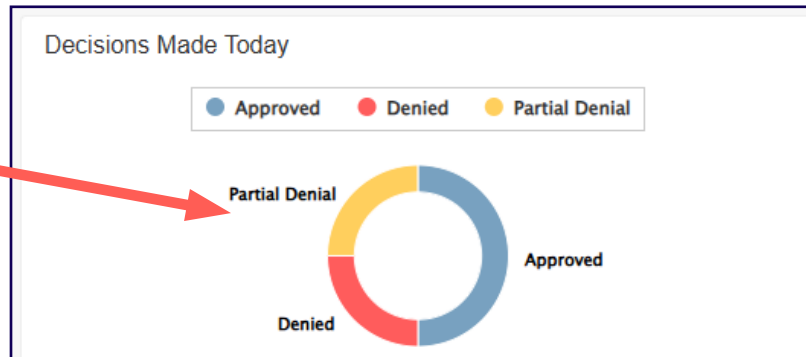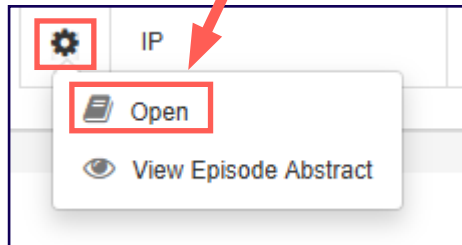
3. On the right side of the screen, click the blue **Workflow** button and select **Correspondence**.

4. If a letter printed, information will show here. Click the cog wheel and select **View PDF Preview**. The letter will begin to download.

	Letter Name	Created Date	Created User	Requested By	Stay / Service	Printed	Emailed	Faxed
⚙	✎ Provider Medical Necessity Denial OP	08/18/2025 11:35	Sentinel, Ze		33025	08/18/2025 22:00		
🖹 View PDF Preview								Page: 1 of 1

5. If a letter did not print, this screen will say **"No Records Found."**
   Note: It can take up to one hour for letters to show after the request has been reviewed.

Questions about the Preauth & Care Plan Tool? Email us at web.preauth.support@selecthealth.org.

Select Health