

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 CareAffiliate web application interface. At the top, there is a dark blue header with the Select Health logo, 'CareAffiliate®', and 'UAT02-4.5.1.0_01'. A red box highlights the 'Authorizations' tab in the top right corner. Below the header, there is a light purple bar with the 'Authorizations' title and buttons for 'Search Existing Records', 'New Authorization', and 'Clear'. A red arrow points to the 'Search Existing Records' button. Below this is a 'Search Criteria' section with various input fields. A red box highlights the 'Reference #' field, which contains the value '123456789'. A red arrow points to this field. Below the search criteria is a table with search results. A red box highlights the first row of the table, which has a blue 'Reference #' in the first column. A red arrow points to this row. 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
123456789	0123456789	100000000-00	XZTEST, POWERTRAILONE D	01/01/1999	JONES, HENRY	Certified in Total	Z01.89 : Encntr 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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5. In the summary screen, click on **Attachments**.

Select Health CareAffiliate® UAT02-4.5.1.0_01 Home Authorizations

XZTEST, POWERTRAILONE D • FEMALE • 31 years • Reference # 240125893 • (Certified in Total) Print

[Return To Search](#)

Authorization Request

Service 1 - ((h) Approved (Complete) - With Letter)
Office/
Surgical

Notes (0)
Survey (1)
Attachments (1)

General Information

[Member ID](#) 0123456789
Name XZTEST, POWERTRAILONE D
Request Type Eye Procedures - Office

Requester

Contact Name Jones, Jim
Contact Phone 801
[Requesting Provider/Facility](#) 987654321 - Jones, Henry

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.

Select Health CareAffiliate® UAT02-4.5.1.0_01 Home Authorizations

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Service 1 - ((h) Approved (Complete) - With Letter)
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File Name	CDA Title	Date/Time Attached	File Size	Status
UMAPRIPOPMB		04/01/2024 15:06	N/A	Attached

Description:

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

