



**How to Access a Prior Authorization Letter**

1. Navigate to the Healthcare Portal
2. Click on the “Care Management” tab
3. Click on the “View Status of Authorizations” link
4. Click on the “Search Options” tab
5. Enter the PA Tracking Number
6. Click on the “Search” button
7. Click on the “PA Tracking Number” under “Search Results”
8. Scroll down to the “Prior Authorization Letters” panel
9. Click on the “Link to Prior Authorization Letters” link of the letter you wish to access

Prior Authorization Letters			
Sequence	Letter Creation Date	Letter Category	Link to Prior Authorization Letters
1	04/07/2021	Unknown	<a href="#">LOD.PAU-A002-D.80332.1259820210123013453.PDF</a>

For more Training Tools and Resources, please visit the DHS/DMS website at <https://humanservices.arkansas.gov>

**Gainwell Provider Assistance Center**

In-state toll free ..... **800-457-4454**

Local and out-of-state ..... **501-376-2211**



For more information call **1-800-457-4454**