

Accessing UM Decision Letters

Purpose of this communication:

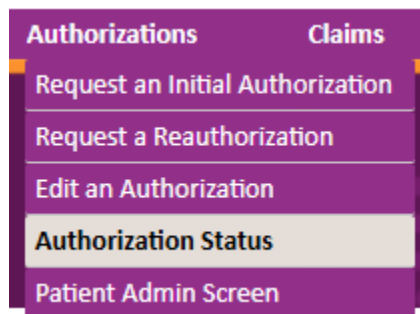
- The purpose of this communication is to inform you that, beginning in March, providers can access utilization management (UM) decision letters on the HomeBridge® Portal.

What do I need to know?

- UM decision letters can be accessed for Florida Blue, Wellcare®, Mass General Brigham Health Plan®, Fallon Health®, and Horizon® patients only.
- To access the letters, the user must be assigned to the provider location providing the services.

What do I need to do?

- To access the UM letters, you will first need to go to Authorization Status on the portal.



- After looking up the authorization while on the Authorization Status page, click on the **View Documents**, and it will display the available documentation for the UM decision including any letters

7 items found, displaying 6 to 7. [First/Prev] 1, 2 [Next/Last]

RECORD STATUS	TYPE OF REQUEST	INTAKE ID	HCPC	CCX CODE	DESCRIPTION	REQUEST RECEIVED DATE	STATUS	SERVICE AUTH/LINE NUMBER	PROVIDER	PHONE	UNITS	CCX UOM	START DATE	EXPIRATION DATE	ACTIONS
INITIAL-AUTH			95805	3301	FREE-STANDING LAB, MSLT	01/27/2026	DENIED		PROVIDER DEMONSTRATION	(919) 555-3018	1	PUR	01/26/2026	03/24/2026	View Documents
INITIAL-AUTH			E0471	7701	VENT THERAPEUTIC ST BIPAP W/ BACKUP RATE	01/20/2026	IN PROGRESS - PENDING ADDITIONAL INFO		REGIONAL HOME CARE INC.	(978) 555-1999	1	PUR	01/01/2026	01/31/2026	Clinical Doc Clinical Questions Letters

Thank you in advance for your cooperation and continued partnership.