

# Provider Notice

**To:** All contracted provider offices  
**Subject:** Authorization and Denial Letters  
**Notice Date:** March 13, 2026

We are pleased to announce a new feature available as of March 10, 2026 which allows you and your team to view authorization and denial letters directly from the member's record in PlanLink. With this enhancement, PlanLink users will no longer receive "Referral Notifications" in their In Basket.

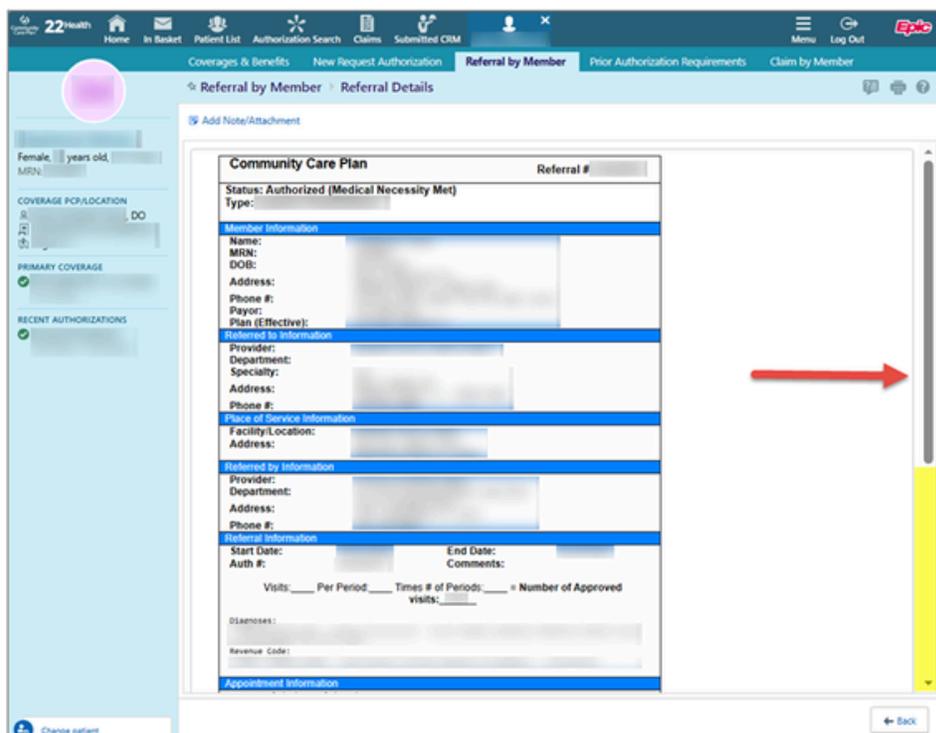
(This change does not impact the Customer Service Reply In Basket messages.)

## To view authorization and denial letters:

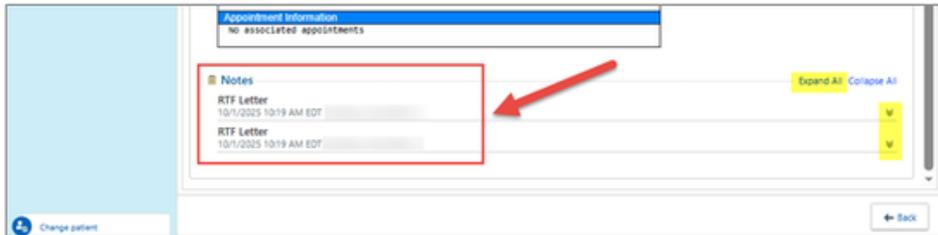
- From the member's record, select Referral by Member, and ensure the View Option is set to "Show All Referrals" as in screenshot below



- Identify the Referral you wish to review from the list that appears, then click on the blue Referral ID number
- Use the scroll bar to scroll down below the Referral Details box:



- If any provider or member letters are associated with the Referral, you will see them in the Notes section. Simply click on Expand All or click the arrows (highlighted in yellow) to view the letters.



If you have any questions about this notice or have questions about the PlanLink provider portal, please contact the PlanLink Support Desk at [PlanLink@ccpcares.org](mailto:PlanLink@ccpcares.org)

Thank you,

**Community Care Plan**