

HOW TO ACCESS DECISION DOCUMENTS ON THE PROVIDER PORTAL

1 You will receive an email if you have new PDLs available in the provider portal.

2 Click on the link to log into the portal. If you haven't registered for the portal, click on the register link and follow the instructions

DentaQuest[™]
a Sun Life company

One or more new decision document(s) is ready for you to view.

Please [log into](#) your provider portal to see the new document(s). If your office isn't registered for the provider portal yet, please [register here](#).

Thank you for your valued partnership

3 From the portal home screen, click on the Authorization & Estimates tab and select "Authorization & Estimate Search"

Member Eligibility Claim Search Authorization & Estimate Search

Eligibility Search

1. Select Location 2. Select Provider

Recent Messages

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Get quick access to decision documents

Great news! A new feature is now available to make life easier for you and your patients.

4 Use the filter at the top to display only those Authorizations that have been finalized

Authorization & Estimate Search

Search for saved drafts

Authorization & Estimate Status

All
All Adjudicated
Finalized
In Progress
Submitted
Void

Member Number

5 Click on the Authorization you wish to view

6 Scroll to the bottom of the Authorization details screen to the Decision Documents section and click on the document to open the PDF. You can print or download the document from the PDF viewer

Document	Document Type	Posted Date
20222302264900.PDF	PVDEET	05/30/2024 09:36:12
20222302264900.PDF	AUTHNGAPRV	05/30/2024 09:35:48

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