

# Authorization Correction Tips

## Provider Correcting an Approved Authorization

Providers may need to request corrections to their previously approved Prior Authorizations, in many cases to request a date extension or to add units.

Starting February 14, 2022, the Medical Bill Processing Portal will be updated to make authorization corrections easier for providers to submit.

The system will be enhanced to auto-populate all the required information from the original authorization for the submitter to view and edit the correction authorization.

Simply click the line item for the authorization you want to update and click the new “Initiate Correction” button. The approved authorization details will appear on the page, and you can edit fields such as end date, units, and dollar amounts.

DFEC will allow corrections for all authorization types (General Medical, DME, etc.)

DEEOIC will allow corrections for Rehabilitative Therapies and Home Health Care authorizations.

Please note there are certain reasons why an authorization cannot be corrected. The page will display errors if the following occurs:

- When multiple authorizations are selected for correction
- When an authorization is “In-Review” or “Entering” status
- When a selected authorization does not have a Service Line with an Approved status
- When a correction is initiated for DEEOIC program authorization types: General Medicine, Medical Transport, Durable Medical Equipment, and Transplant

If you receive an error message and it is not related to one of the issues listed above, please check your data entry or refresh your page.