



Canceling Submitted Authorizations using the Cancel Authorization Button

This Quick Reference Guide (QRG) is intended for DOL staff who utilize the Energy and FECA programs. It provides step-by-step instructions on how to cancel the submitted authorizations using the new Cancel Authorization button.

1. To select the authorization you want to cancel, within the **Authorization Request List** page select the checkbox next to the desired **Auth Request #**.

1

<input type="checkbox"/>	Auth Request #	Claimant Case ID	Status	Auth Type	Last Updated
<input type="checkbox"/>	101048538		Approved	Surgical Package	11/29/2022
<input type="checkbox"/>	101048537		Entering	Surgical Package	11/29/2022
<input type="checkbox"/>	101048136		Entering	General Medical	09/16/2022
<input type="checkbox"/>	101048135		Entering	General Medical	09/16/2022
<input type="checkbox"/>	101048034		Entering	Surgical Package	08/22/2022
<input checked="" type="checkbox"/>	101047917		In Review	Surgical Package	07/13/2022
<input type="checkbox"/>	101047916		Approved	Surgical Package	07/18/2022
<input type="checkbox"/>	101047911		Entering	Surgical Package	07/12/2022

2. Select **Cancel Authorization** located at the top of the page.

2

MyInbox > Authorization Request List

Close Add New Request Get New Task Initiate Correction **Cancel Authorization**

Authorization Request List

Filter By: [] And []

[] Program Submitted In Last 1 Month And Status

<input type="checkbox"/>	Auth Request #	Claimant Case ID	OWCP Provider ID	Status	Auth Type	Last Updated	Submitted Date	Level	Organization	Distr. Office
<input type="checkbox"/>	101018995			Approved	Surgical Package	05/16/2022	05/12/2022	3	OWCP	FECA - Nations Office
<input type="checkbox"/>	101018947			Approved	Physical Therapy/Occupational	05/09/2022	05/09/2022	3	OWCP	FECA - Nations



Cancel Authorization

If the selected authorization is eligible for cancellation, the system will show a dialog pop-up message to confirm the **Cancel Authorization** action.

3. Select **OK** or **Cancel**, dependent on how you want to proceed.
 - To proceed with the cancellation, select **OK**. The system will update the authorization status and all corresponding service lines as **Cancelled**.
 - To cancel the request, select **Cancel**. The system will ignore the cancel request.

Note: The **Cancel Authorization** button is only available for **In-Review** and **Processed Awaiting Decision** authorizations and the following profiles:

- DOL Authorization Supervisor

The screenshot shows the eCAMS HCE interface. A dialog box is open, asking for confirmation to cancel an authorization. The dialog text is: "sit.wcmbp.com says System will cancel all the services requested under this authorization. Do you want to continue?". There are "OK" and "Cancel" buttons. A red circle with the number "3" is next to the dialog box. Below the dialog box is a table of Authorization Request List.

Auth Request #	Claimant Case ID	OWCP Provider ID	Status	Auth Type	Last Updated	Submitted Date	Level	Organization	District Office	CNSI Reviewer	Program	Claim Examiner/MBE	CE/MBE ID	Auth Request Type	Source	Assign Date
<input checked="" type="checkbox"/>	101018702		In Review	Physical Therapy/Occupational Therapy	05/20/2022	05/20/2022	3	OWCP	FECA - National Office	Not Assigned	DFEC	Whitaker, Latonya M	540	Correction	DDE	05/11/2022
<input type="checkbox"/>	101018280		In Review	Physical Therapy/Occupational Therapy	05/27/2022	05/27/2022	3	OWCP	FECA - National Office	Not Assigned	DFEC	Benelli, Allen	380	Correction	DDE	05/11/2022



Cancellation Source

The **Cancellation Source** field located on the **Authorization Details** page will show the source of cancellation.

- **System:**
 - Where the authorization is in entering status for more than 28 days
- **CE/MBE:**
 - If the correction authorization is Approved
 - If the user marks all the lines as Cancelled
 - If the user initiates the Cancel **Authorization List** page
 - If the authorization is updated as Cancelled through the interface (applicable only for DEEOIC)
- **Operations User:**
 - If the correction authorization is Approved
 - If the user marks all the lines as Cancelled
 - If the user initiates the Cancel **Authorization List** page
- **Provider Initiated:**
 - If the user initiates the Cancel **Authorization List** page



Authorization Details

Notes: The header section of the **Authorization Details** page will show a new field called **Cancellation Source**. This field displays the source of cancellation for the authorization.

The values that can be displayed in this field are:

- System,
- CE/MBE,
- Operations User, or
- Provider Initiated.

AMS CE My Inbox ▾ Provider ▾ Claimant ▾ Authorization ▾ Payment ▾

HCE Profile: DOL Authorization Worker ▾

Authorization Request List

Request Number : 101018702

Update Generate Correspondence Retrieve Correspondence/Attachments Comments View History View Error History Upload/Download Duplicate Authorization

Program: DFEC Authorization Type: Physical Therapy/Occupational The

Authorization Status: Cancelled Authorization Level: Level 3

Source: DDE Emergency/Urgent Request:

Cancellation Source: Operations User

Requestor Information

Initial Request Correction

Original Authorization Number (For Correction): 100915027

Date Requested: 05/20/2022 Requested By:

Claimant Information

Claimant's Case ID: Date of Birth: 01/28/1967

Note: The **Cancellation Source** field will not display if the **Authorization Status** is not Cancelled.



Canceling Submitted Authorizations Error Messages

The system performs the following validations and posts error messages as applicable:

Validation	Error Message
The user selects more than one authorization for cancellation.	Please select only one authorization for cancellation.
The user selects an authorization that is not eligible for cancellation (DFEC). or The user selects DCMWC authorizations.	Cancellation is only allowed for the authorization where all the service lines are in "In- Review" status.
The user selects an authorization that is not eligible for cancellation (DEEOIC).	Cancellation is only allowed for the authorization where all the service lines are in "In-Review" or "Processed Awaiting Decision" status.
The user selects claimant authorizations automatically created by the system.	Cancellation cannot be submitted for system-generated authorizations.