



Canceling Submitted Authorization Requests (1 of 7)

Quick Reference Guide

Canceling Submitted Authorizations

This Quick Reference Guide (QRG) is intended for Department of Labor (DOL) staff and provides step-by-step instructions for canceling submitted authorization requests using the **Cancel Authorization** button. Authorizations from the Division of Energy Employees Occupational Illness Compensation (DEEOIC) and the Division of Federal Employees' Compensation (DFEC) can be canceled using the DOL Authorizations Supervisor profile in the WCMBP System.

1. To cancel an authorization, select the checkbox to the left of the corresponding authorization request number (**Auth Request #** field) on the **Authorization Request List** page.

MyInbox > Authorization Request List

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

Authorization Request List

Filter By : And And
 Program Submitted In Last 1 Month And Header Status

<input type="checkbox"/>	Auth Request # ▲▼	Claimant Case ID ▲▼	OWCP Provider ID ▲▼	Header Status ▲▼	Auth Type ▲▼	Last Updated ▲▼	Submitted Date ▲▼	Level ▲▼	Header From Date ▲▼	Header To Date ▲▼	Organization ▲▼	District Office ▲▼	Ops Reviewer ▲▼	Program ▲▼
<input checked="" type="checkbox"/>				In Review	Physical Therapy/Occupational Therapy	08/19/2025	08/19/2025	3	10/24/2024	10/24/2024	OWCP	FECA - National Office	Not Assigned	DFEC
<input type="checkbox"/>				In Review	Physical Therapy/Occupational Therapy	08/19/2025	08/18/2025	3	10/23/2024	10/23/2024	OWCP	FECA - National Office	Not Assigned	DFEC

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

MyInbox > Authorization Request List

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

Authorization Request List

Filter By : And And
 Program Submitted In Last 1 Month And Header Status

<input type="checkbox"/>	Auth Request # ▲▼	Claimant Case ID ▲▼	OWCP Provider ID ▲▼	Header Status ▲▼	Auth Type ▲▼	Last Updated ▲▼	Submitted Date ▲▼	Level ▲▼	Header From Date ▲▼	Header To Date ▲▼	Organization ▲▼	District Office ▲▼	Ops Reviewer ▲▼	Program ▲▼
<input checked="" type="checkbox"/>				In Review	Physical Therapy/Occupational Therapy	08/19/2025	08/19/2025	3	10/24/2024	10/24/2024	OWCP	FECA - National Office	Not Assigned	DFEC
<input type="checkbox"/>				In Review	Physical Therapy/Occupational Therapy	08/19/2025	08/18/2025	3	10/23/2024	10/23/2024	OWCP	FECA - National Office	Not Assigned	DFEC



Canceling Submitted Authorizations

Authorization Requests Eligible for Cancellation

The WCMBP System validates the eligibility of the selected authorization request for cancellation. Submitted authorization requests eligible for completing a cancellation must meet the following criteria:

- **DEEOIC and DFEC:** Authorization requests are in “In-Review” status
- **DEEOIC:** Authorization requests are in a “Processed Awaiting Decision” status
- Only one authorization request may be selected for cancellation.
 - If multiple authorization requests are selected, the system will display this error message: *"Please select only one authorization for cancellation."*

The screenshot shows the eCAMs HCE system interface. A confirmation dialog box is displayed, stating: "sit.wcmbp.com says System will cancel all the services requested under this authorization. Do you want to continue?" with "OK" and "Cancel" buttons. Below the dialog, the "Authorization Request List" is visible. The list includes columns for selection, request details, and status. The first row is selected.

	Auth Request #	Claimant Case ID	OWCP Provider ID	Header Status	Auth Type	Last Updated	Submitted Date	Level	Header From Date	Header To Date	Organization	District Office	Ops Reviewer	Program
<input checked="" type="checkbox"/>	910042466	162075927	106508600	In Review	Physical Therapy/Occupational Therapy	08/19/2025	08/19/2025	3	10/24/2024	10/24/2024	OWCP	FECA - National Office	Not Assigned	DFEC
<input type="checkbox"/>	910042460	550501722	106508600	In Review	Physical Therapy/Occupational Therapy	08/19/2025	08/18/2025	3	10/23/2024	10/23/2024	OWCP	FECA - National Office	Not Assigned	DFEC
<input type="checkbox"/>	910042452	102142641	615040800	In Review	Physical Therapy/Occupational Therapy	08/16/2025	08/16/2025	3	04/01/2025	06/13/2025	OWCP	FECA - National Office	Not Assigned	DFEC



Canceling Submitted Authorizations

Not Eligible for Cancellation

If the selected authorization is not eligible for cancellation, the system will display an error message: *"Cancellation is only allowed for the authorization where all the service lines are in "In-Review" or "Processed Awaiting Decision" status."*

Cancellation is only allowed for the authorization where all the service lines are in "In- Review" or "Processed Awaiting Decision" status

OK



Canceling Submitted Authorizations

If the selected authorization is eligible for cancellation, the system will display a dialog pop-up message to confirm the cancel authorization action.

3. Determine how to proceed:

- To complete the cancellation, select **OK**. The WCMBP System will update the authorization status and all corresponding service lines to “Cancelled.”
- To withdraw the cancel authorization request, select **Cancel**. The WCMBP System will stop the cancel authorization request.

The screenshot shows the eCAMS HCE interface. A confirmation dialog box is displayed, asking for confirmation to cancel the authorization. The dialog text reads: "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.

The background interface shows the "Authorization Request List" with the following columns: Auth Request #, Claimant Case ID, OWCP Provider ID, Header Status, Auth Type, Last Updated, Submitted Date, Level, Header From Date, Header To Date, Organization, District Office, Ops Reviewer, and Program.

	Auth Request #	Claimant Case ID	OWCP Provider ID	Header Status	Auth Type	Last Updated	Submitted Date	Level	Header From Date	Header To Date	Organization	District Office	Ops Reviewer	Program
<input checked="" type="checkbox"/>	910042466	162075927	106508600	In Review	Physical Therapy/Occupational Therapy	08/19/2025	08/19/2025	3	10/24/2024	10/24/2024	OWCP	FECA - National Office	Not Assigned	DFEC
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Cancellation Source Field

The **Cancellation Source** field, which is located on the **Authorization Details** page, displays only when the **Authorization Status** is set to “Cancelled.” The **Cancellation Source** field indicates the source of the cancellation for the authorization.

HCE

Profile: DOL Authorization Supervisor

Help

External Links

Logout

MyInbox > Authorization Request List

Auth Request Number: [REDACTED]

Close

Update

Generate RTP Correspondence

Retrieve Correspondence/Attachments

Comments

View History

View Error History

Upload/Retrieve Attachment

Show Duplicate Authorization

Show Correction

Program: DFEC

Authorization Type: Surgical Package

Authorization Status: Cancelled

Authorization Level: Level 3

Source: DDE

Emergency/Urgent Request: ☐

Cancellation Source: Operations User

Error List

Force

Run Edits

<input type="checkbox"/>	Cycle # ▲▼	Error Type ▲▼	Error Code ▲▼	Error Desc ▲▼	Informational ▲▼	Forcible ▲▼	Erroneous Data ▲▼	Resolved By ▲▼	Resolved Date/Time ▲▼	Error Status ▲▼
<input type="checkbox"/>	2	L2	70865	T/S: SVC NOT CVRD - NO PACKAGE	N	Y	Diagnosis code(s): M5412			O
<input type="checkbox"/>	2	L1	70865	T/S: SVC NOT CVRD - NO PACKAGE	N	Y	Diagnosis code(s): M5412			O



Cancellation Source Values

The following values can auto-populate the **Cancellation Source** field based on specific conditions:

- **System**
 - If the authorization remains in “Entering” status for over 28 calendar days
- **CE/MBE**
 - If the correction authorization is “Approved”
 - If all service lines are marked as “Cancelled”
 - If the **Cancel Authorization** is initiated on the **Authorization Request 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 all service lines are marked as “Cancelled”
 - If the **Cancel Authorization** is initiated on the **Authorization Request List** page
- **Provider Initiated**
 - If the **Cancel Authorization** is initiated on the **Authorization Request List** page



Canceling Submitted Authorizations Error Messages

The WCMBP 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 Division of Coal Mine Workers' Compensation (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.