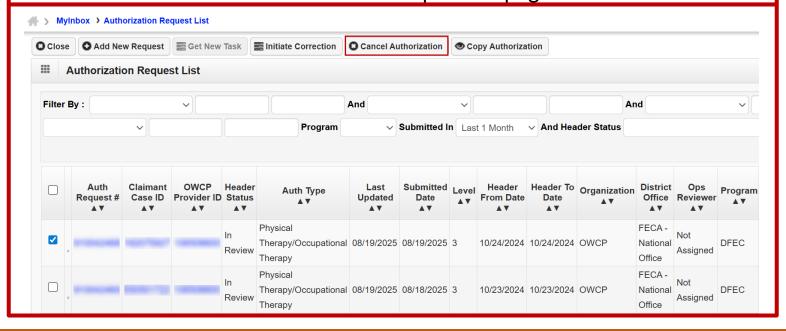# Canceling Submitted Authorizations

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.

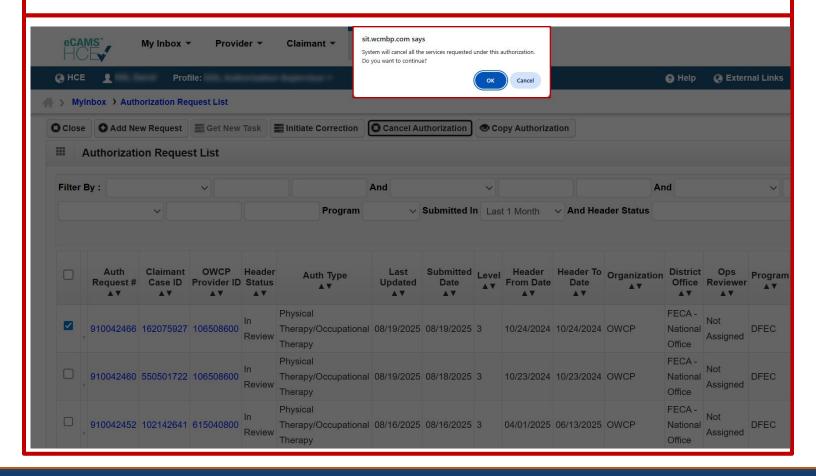2. Select **Cancel Authorization** at the top of the page.

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."*

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
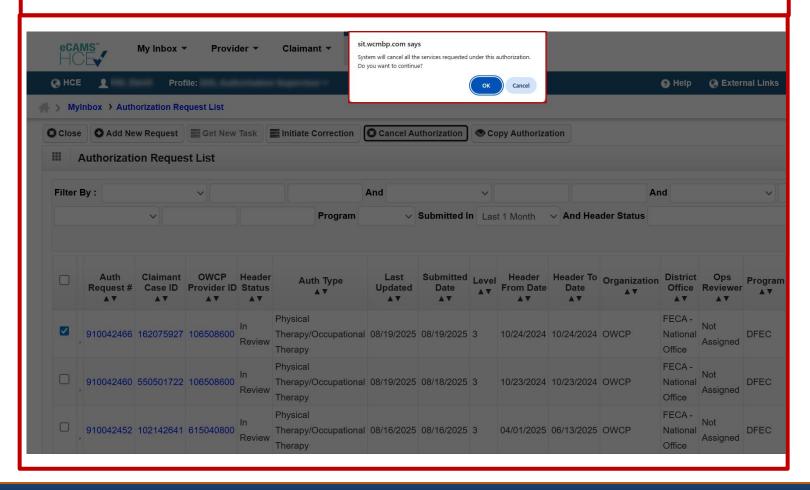
OK

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.
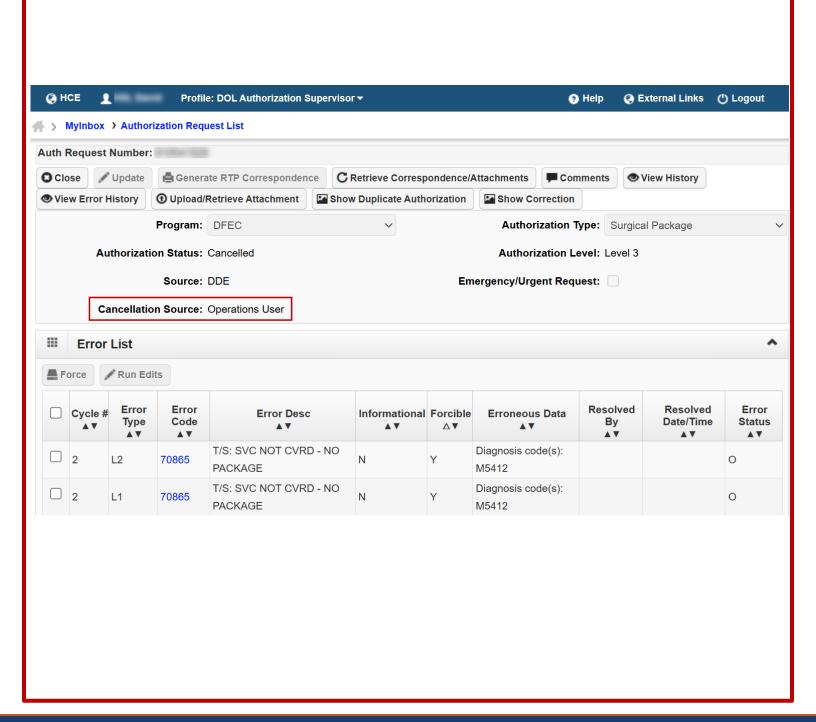
3. Determine how to proceed:

    ▪ 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.

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.

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.