



Canceling Submitted Authorization Requests *(1 of 5)*

Quick Reference Guide

Canceling Submitted Authorizations

This quick reference guide (QRG) describes the steps for canceling submitted authorizations and is intended for providers who are registered and enrolled in the Workers' Compensation Medical Bill Processing (WCMBP) Program as service providers to the Division of Energy Employees Occupational Illness Compensation (DEEOIC) and Division of Federal Employees' Compensation (DFEC) programs.

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

 > Provider Portal > Authorization	 Close	 Add New Request	 Initiate Correction	 Cancel Authorization	 Copy Authorization						
<h2>Authorization Request List</h2>											
Filter By : <input type="text"/> And <input type="text"/> And <input type="text"/>											
<input type="text"/> And <input type="text"/>			Submitted In	ALL	And Header Status						
<input type="text"/>			 Clear Filter	 Save Filter	 My Filters ▾						
<input type="checkbox"/>	Auth Request # ▲▼	Claimant Case ID ▲▼	Header Status ▲▼	Auth Type ▲▼	Last Updated ▲▼	Submitted Date ▲▼	Header From Date ▲▼	Header To Date ▲▼	Program ▲▼	Auth Request Type ▲▼	Source ▲▼
<input checked="" type="checkbox"/>	 <input type="text"/>	<input type="text"/>	Processed Awaiting Decision	Home Health Request	10/15/2025	10/15/2025	10/01/2025	10/01/2025	DEEOIC	Initial Request	DDE
<input type="checkbox"/>	 <input type="text"/>	<input type="text"/>	Processed Awaiting Decision	General Medical	10/15/2025	10/06/2025	10/01/2025	10/01/2025	DEEOIC	Initial Request	DDE

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

 > Provider Portal > Authorization	 Close	 Add New Request	 Initiate Correction	 Cancel Authorization	 Copy Authorization						
Authorization Request List											
Filter By :											
<input type="text"/>	<input type="text"/>	<input type="text"/>	And	<input type="text"/>	<input type="text"/>						
<input type="text"/>	<input type="text"/>	And	<input type="text"/>	<input type="text"/>	Submitted In <input type="text" value="ALL"/> And Header Status						
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	 Clear Filter  Save Filter  My Filters						
<input type="checkbox"/>	Auth Request #	Claimant Case ID	Header Status	Auth Type	Last Updated	Submitted Date	Header From Date	Header To Date	Program	Auth Request Type	Source
<input checked="" type="checkbox"/>	 <input type="text"/>	<input type="text"/>	Processed Awaiting Decision	Home Health Request	10/15/2025	10/15/2025	10/01/2025	10/01/2025	DEEOIC	Initial Request	DDE
<input type="checkbox"/>	 <input type="text"/>	<input type="text"/>	Processed Awaiting Decision	General Medical	10/15/2025	10/06/2025	10/01/2025	10/01/2025	DEEOIC	Initial Request	DDE



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

Auth Request #	Claimant Case ID	Header Status	Auth Type	Last Updated	Submitted Date	Header From Date	Header To Date	Program	Auth Request Type	Source
<input type="checkbox"/>		Processed Awaiting Decision	Rehabilitative Therapies	11/18/2025	11/14/2025	11/28/2024	11/28/2024	DEEOIC	Initial Request	DDE
<input checked="" type="checkbox"/>		Processed Awaiting Decision	Rehabilitative Therapies	11/18/2025	11/14/2025	11/30/2024	11/30/2024	DEEOIC	Initial Request	DDE
<input checked="" type="checkbox"/>		Processed Awaiting Decision	Home Health Request	11/18/2025	11/11/2025	10/30/2025	10/30/2025	DEEOIC	Correction	DDE



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Authorization Requests 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.”

The screenshot shows a web-based application interface for the eCAMS HCE Provider Portal. The top navigation bar includes links for Help, External Links, and Logout. The main content area displays a table titled "Authorization Request List" with columns for Auth Request #, Claimant Case ID, Header Status, Auth Type, Last Updated, Submitted Date, Header From Date, Header To Date, Program, Auth Request Type, and Source. Two rows of data are visible: one for a Home Health Request (Approved) and one for Rehabilitative Therapies (Approved). A modal dialog box is overlaid on the page, containing the message: "sit.wcmbp.com says Cancellation is only allowed for the authorization where all the service lines are in "In- Review" or "Processed Awaiting Decision" status." There is an "OK" button at the bottom right of the dialog.

Auth Request #	Claimant Case ID	Header Status	Auth Type	Last Updated	Submitted Date	Header From Date	Header To Date	Program	Auth Request Type	Source	
<input checked="" type="checkbox"/>			Approved	Home Health Request	10/15/2025	10/15/2025	09/29/2025	09/29/2025	DEEOIC	Initial Request	DDE
<input type="checkbox"/>			Approved	Rehabilitative Therapies	10/13/2025	10/13/2025	11/30/2024	11/30/2024	DEEOIC	Initial Request	DDE



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If the selected authorization is eligible for cancellation, the system will display a dialog pop-up message confirming 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.

Profile: EXT Provider Bills

Authorization Request List

Auth Request #	Claimant Case ID	Header Status	Auth Type	Last Updated	Submitted Date	Header From Date	Header To Date	Program	Auth Request Type	Source
Processed Awaiting Decision	Rehabilitative Therapies	11/18/2025	11/14/2025	11/28/2024	11/28/2024	DEEOIC	Initial Request	DDE		
Processed Awaiting Decision	Rehabilitative Therapies	11/18/2025	11/14/2025	11/30/2024	11/30/2024	DEEOIC	Initial Request	DDE		
Processed Awaiting Decision	Home Health Request	11/18/2025	11/11/2025	10/30/2025	10/30/2025	DEEOIC	Correction	DDE		



Cancelling Submitted Authorizations

Authorization Details

The **Cancellation Source** field only displays if the **Authorization Status** field is “Cancelled.” This field displays the source of cancellation for the authorization.

The following values that can be displayed auto-populate in the system:

- System
- CE/MBE
- Operations User
- Provider Initiated

Note: Authorizations will be canceled by the WCMBP System if they remain in an “Entering” authorization status for over 28 calendar days.

The screenshot shows the eCAMS HCE Provider Portal. The top navigation bar includes links for Help, External Links, and Logout. The main content area displays an authorization record with the following details:

- Auth Request Number:** (Field is empty)
- Program:** DEEOIC
- Authorization Type:** Home Health Request
- Authorization Status:** Cancelled
- Source:** DDE
- Claim ID:** (Field is empty)
- Cancellation Source:** Provider Initiated
- Requestor Information:** (List of radio buttons for request type: Initial Request, Re-Authorization, Amendment, Correction. The "Correction" option is selected.)
- Original Authorization Number (For Correction):** (Field is empty)
- Date Requested:** 11/11/2025
- Requested By:** (Field is empty)
- Phone Number:** (Field is empty)