## 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

▦   **Authorization Request List** ^

Filter By :

| ☐ | | 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 | Home Health Request | 10/15/2025 | 10/15/2025 | 10/01/2025 | 10/01/2025 | DEEOIC | Initial Request | DDE |
| ☐ | 📝 | | | 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** ^

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|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ☑ | 📝 | | | Processed Awaiting Decision | Home Health Request | 10/15/2025 | 10/15/2025 | 10/01/2025 | 10/01/2025 | DEEOIC | Initial Request | DDE |
| ☐ | 📝 | | | Processed Awaiting Decision | General Medical | 10/15/2025 | 10/06/2025 | 10/01/2025 | 10/01/2025 | DEEOIC | Initial Request | DDE |

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**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."

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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."

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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.

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**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.