



### 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).

Home > Provider Portal > Authorization

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

#### Authorization Request List

Filter By :   And   And   
  And   Submitted In ALL And Header Status  
  Go 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"/>			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"/>			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.

Home > Provider Portal > Authorization

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

#### Authorization Request List

Filter By :   And   And   
  And   Submitted In ALL And Header Status  
  Go 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"/>			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"/>			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."



Profile: EXT Provider Bills

Help External Links Logout

Provider Portal > Authorization

CloseAdd New RequestInitiate CorrectionCancel AuthorizationCopy Authorization

Authorization Request List

Filter By: [ ] And [ ] And [ ] Submitted In ALL And Header Status [ ] Go Clear Filter Save Filter My Filters

	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



### Canceling Submitted Authorizations

#### 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.”

**eGAMS™ HCE**

Profile: EXT Provider Bills

Help External Links Logout

Provider Portal > Authorization

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

**Authorization Request List**

Filter By : [ ] And [ ] Submitted In ALL And Header Status [ ]

Go Clear Filter Save Filter My Filters

	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



### Canceling Submitted Authorizations

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.

The screenshot displays the eCAMS HCE Provider Portal interface. A confirmation dialog box is open, asking "System will cancel all the services requested under this authorization. Do you want to continue?" with "OK" and "Cancel" buttons. The portal header shows the user profile as "EXT Provider Bills" and includes links for Help, External Links, and Logout. The main navigation bar includes buttons for Close, Add New Request, Initiate Correction, Cancel Authorization (highlighted), and Copy Authorization. Below this is the "Authorization Request List" section, which includes a filter bar and a table of authorization requests.

	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"/>	[redacted]	[redacted]	Processed Awaiting Decision	Rehabilitative Therapies	11/18/2025	11/14/2025	11/28/2024	11/28/2024	DEEOIC	Initial Request	DDE
<input type="checkbox"/>	[redacted]	[redacted]	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"/>	[redacted]	[redacted]	Processed Awaiting Decision	Home Health Request	11/18/2025	11/11/2025	10/30/2025	10/30/2025	DEEOIC	Correction	DDE



### Canceling 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 displays the eCAMS HCE Provider Portal interface. At the top, the user is logged in as 'Profile: EXT Provider Bills Submitter'. The navigation bar shows 'Provider Portal' and 'Authorization'. The main content area displays the details for an authorization request. The 'Auth Request Number' field is empty. Below it, there are buttons for 'Close', 'Upload/Retrieve Attachment', and 'Show Duplicate Authorization'. The 'Program' is set to 'DEEOIC' and the 'Authorization Type' is 'Home Health Request'. The 'Authorization Status' is 'Cancelled', and the 'Source' is 'DDE'. The 'Claim ID' is empty, and the 'Cancellation Source' is 'Provider Initiated'. Below this, there is a section for 'Requestor Information' with a dropdown menu for 'Original Authorization Number (For Correction)' showing options: 'Initial Request', 'Re-Authorization', 'Amendment', and 'Correction'. The 'Date Requested' is '11/11/2025' and the 'Requested By' field is empty. The 'Phone Number' field is also empty.