



Canceling Submitted Authorizations using the Cancel Authorization Button

This Quick Reference Guide (QRG) is intended for Providers who utilize the DEEOIC and DFEC programs. It provides step-by-step instructions on how to cancel the submitted authorizations using the new Cancel Authorization button.

1. To select the authorization you want to cancel, within the **Authorization Request List** page select the checkbox beside the desired **Auth Request #**.

Myinbox > Authorization Request List

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

Authorization Request List

Filter By: [] And []

[] [] Program [] Submitted In Last 1 Month And Status

<input type="checkbox"/>	Auth Request #	Claimant Case ID	OWCP Provider ID	Status	Auth Type	Last Updated	Submitted Date	Level	Organization	District Office
<input checked="" type="checkbox"/>	101018995	[]	[]	Approved	Surgical Package	05/16/2022	05/12/2022	3	OWCP	FECA - National Office
<input type="checkbox"/>	101018947	[]	[]	Approved	Physical Therapy/Occupational	05/09/2022	05/09/2022	3	OWCP	FECA - National Office

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

Myinbox > Authorization Request List

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

Authorization Request List

Filter By: [] And []

[] [] Program [] Submitted In Last 1 Month And Status

<input type="checkbox"/>	Auth Request #	Claimant Case ID	OWCP Provider ID	Status	Auth Type	Last Updated	Submitted Date	Level	Organization	District Office
<input type="checkbox"/>	101018995	[]	[]	Approved	Surgical Package	05/16/2022	05/12/2022	3	OWCP	FECA - National Office
<input type="checkbox"/>	101018947	[]	[]	Approved	Physical Therapy/Occupational	05/09/2022	05/09/2022	3	OWCP	FECA - National Office



Cancel the Request

If the selected authorization is eligible for cancellation, the system will show a dialog pop-up message to confirm the **Cancel Authorization** action.

3. Select **OK** or **Cancel**, depending on how you want to proceed.
 - To proceed with the cancellation, select **OK**. The system will update the authorization status and all corresponding service lines as **Cancelled**.
 - To cancel the request, select **Cancel**. The system will ignore the cancel request.

The screenshot shows the eCAMS HCE interface. A confirmation dialog box is overlaid on the 'Authorization Request List' table. The dialog box text reads: 'sit.wcmbp.com says System will cancel all the services requested under this authorization. Do you want to continue?' with 'OK' and 'Cancel' buttons.

Auth Request #	Claimant Case ID	OWCP Provider ID	Status	Auth Type	Last Updated	Submitted Date	Level	Organization	District Office	CNSI Reviewer	Program	Claim Examiner/MBE	CE/MBE ID	Auth Request Type	Source	Assign Date
<input checked="" type="checkbox"/>	101018702		In Review	Physical Therapy/Occupational Therapy	05/20/2022	05/20/2022	3	OWCP	FECA - National Office	Not Assigned	DFEC	Whitaker, Latonya M	540	Correction	DDE	05/11/2022
<input type="checkbox"/>	101018280		In Review	Physical Therapy/Occupational Therapy	05/27/2022	05/27/2022	3	OWCP	FECA - National Office	Not Assigned	DFEC	Benelli, Allen	380	Correction	DDE	05/11/2022



Authorization Details

Notes: The header section of the **Authorization Details** page will show a new field called **Cancellation Source**. This field displays the source of cancellation for the authorization.

The values that can display in this field are:

- System,
- CE/MBE,
- Operations User, or
- Provider Initiated.



My Inbox ▾

Provider ▾

Claimant ▾

Authorization ▾

Payment ▾



Profile: DOL Authorization Worker ▾

MyInbox > Authorization Request List

Request Number : 101018702

Update | Generate Correspondence | Retrieve Correspondence/Attachments | Comments | View History | View E

With Duplicate Authorization

Program: DFEC ▾

Authorization Type: Physical Therapy/Occu

Authorization Status: Cancelled

Authorization Level: Level 3

Source: DDE

Emergency/Urgent Request:

Cancellation Source: Operations User

Requestor Information

Initial Request

Correction

Original Authorization Number (For Correction): 100915027

Date Requested: 05/20/2022 *

Requested By: [Redacted]

Claimant Information

Note: The **Cancellation Source** field will not display if the **Authorization Status** is not Cancelled.



Processed Awaiting Decision

Note: Only authorizations that are in **In-Review** status (for both DEEOIC and DFEC) or in **Processed Awaiting Decision** status (only for DEEOIC) can be cancelled.

1. Ensure that only one authorization is selected for cancellation. If multiple authorizations are selected, the system will display the error message: “Please select only one authorization for cancellation.”

The screenshot shows the eCAMS HCE interface. A modal error message is displayed in the center, stating: "sit.wcmbp.com says Please select only one authorization for cancellation". The message has an "OK" button. Below the message, the "Authorization Request List" is visible. The list has columns for Auth Request #, Claimant Case ID, OWCP Provider ID, Status, Auth Type, Last Updated, Submitted Date, Level, Organization, District Office, CNSI Reviewer, Program, Claim Examiner/MBE, CE/MBE ID, Auth Request Type, and Source. Three rows are visible, with the first two selected (checkbox checked).

Auth Request #	Claimant Case ID	OWCP Provider ID	Status	Auth Type	Last Updated	Submitted Date	Level	Organization	District Office	CNSI Reviewer	Program	Claim Examiner/MBE	CE/MBE ID	Auth Request Type	Source
<input checked="" type="checkbox"/>	101018995		Approved	Surgical Package	05/16/2022	05/12/2022	3	OWCP	FECA - National Office	Not Assigned	DFEC	Chalmers, Erica	219	Initial Request	DDE
<input checked="" type="checkbox"/>	101018947		Approved	Physical Therapy/Occupational Therapy	05/09/2022	05/09/2022	3	OWCP	FECA - National Office	Not Assigned	DFEC	Tranle, Linda	159	Initial Request	DDE
<input type="checkbox"/>	101018946		Approved	Physical Therapy/Occupational Therapy	05/10/2022	05/09/2022	3	OWCP	FECA - National Office	Not Assigned	DFEC	White, Daina	076	Initial Request	DDE



Not Eligible for Cancellation

The WCMBP System performs validations to ensure the selected authorization is 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 the eCAMS HCE interface. A dark error message box is overlaid on the page, containing the text: "sit.wcmbp.com says Cancellation is only allowed for the authorization where all the service lines are in 'In-Review' status". Below the error message is a table titled "Authorization Request List".

Auth Request #	Claimant Case ID	OWCP Provider ID	Status	Auth Type	Last Updated	Submitted Date	Level	Organization	District Office	CNSI Reviewer	Program	Claim Examiner/MBE	CE/MBE ID	Auth Request Type	Source
<input checked="" type="checkbox"/>	101018995		Approved	Surgical Package	05/16/2022	05/12/2022	3	OWCP	FECA - National Office	Not Assigned	DFEC	Chalmers, Erica	219	Initial Request	DDE
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