

Providers can submit a correction to a previously submitted authorization request in the WCMBP System to amend any errors. This process reduces time and effort while preventing duplicate authorizations. The primary use of correction by Providers is either for changing the number of units or for changing to the service dates. This QRG explains the steps performed by Providers in the WCMBP System to submit a correction to an authorization.

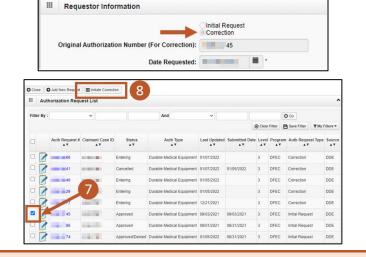
Submitting an Authorization Correction in the WCMBP System

- 1. Log in to the WCMBP System.
- 2. Select the Provider ID used to submit the initial authorization from the Available Provider IDs drop-down list.
- 3. Select Go.
- 4. Select the appropriate profile **EXT Provider Bills Submitter from the Profile** drop-down list.
- 5. Select Go.
- 6. On the menu under Authorization, select the On-line Authorization Submission link. The Authorization Request List page displays all Authorization Requests that have been initiated or submitted.
- 7. To initiate a correction to an authorization request, select the checkbox next to the applicable authorization request.
- 8. Select Initiate Correction. The Authorization Request displays with the selected Correction radio button.









Note: If any of the following occurs, the system displays errors:

- Multiple authorizations are selected for correction
- A correction authorization with an In-Review or Entering status
- A selected authorization does not have a Service Line with an Approved status
- A correction is initiated for DEEOIC program authorization types General Medicine, Medical Transport, Durable Medical Equipment, or Transplant



Submitting an Authorization Correction in the WCMBP System, Continued

Note: The Claimant Information and Provider Information are pre-populated and non-editable from the original authorization in the **Authorization Request that** displays.



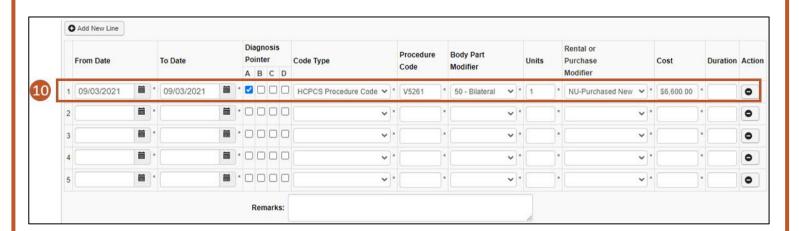
9. Scroll down to make a correction to the Service Line Information section.



10. Make corrections to the services lines as required.

Note: While making corrections, keep the following in mind:

- Units, Cost, Duration: Cannot be less than original authorization
- From Date: Date cannot be greater than or equal to minimum Bill Paid date
- To Date: Date cannot be less than or equal to maximum Bill Paid date



Note: Lines can be added and deleted until the correction is submitted.

Note: If there are no changes required on a Service Line, be sure the line gets deleted before submitting the correction. This does not change the Service Line on the original approved authorization.

Note: Procedure Code is not an editable field. If needed, a new line can be added for a new procedure code for the same dates of service.

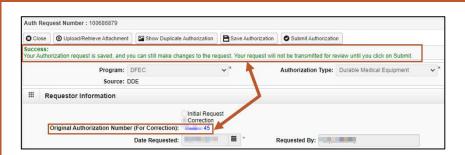


Submitting an Authorization Correction in the WCMBP System, Continued (3 of 4)

11. Once all information is entered, select Save Authorization at the top of the Authorization Request. The system validates the changes.

11 Bave Authorization Program: DFEC Source: DDE III Requestor Information Initial Request

Note: If the changes are successful, the system displays a Success message along with a link to the Original **Authorization Number (For** Correction).



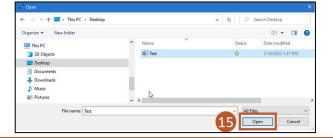
- 12. To open the Attachment window (if the Authorization Type requires), select Upload/Retrieve Attachment.
- Requested By:

13. From the Attachment window, select the applicable document type from the **Document Type** dropdown list.

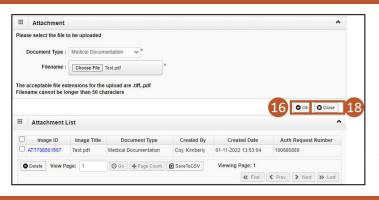


14. Select Choose File.





- 16. Select **OK** to confirm the upload. The file displays in the **Attachment** List.
- 17. Repeat Steps 12-14 for all attachments that need to be added.
- 18. Once complete, select Close.





Submitting an Authorization Correction in the WCMBP System, Continued (4 of 4)

19. To submit the correction, select Submit Authorization. The system validates the information.

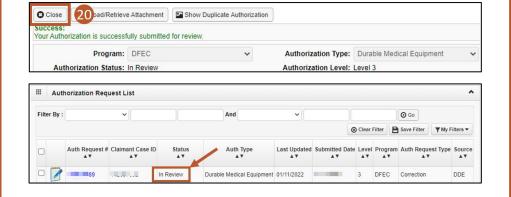


Note: Upon successful system validation, the system displays a success message.



20. Select Close.

The Authorization Request **List** displays the submitted correction in the In Review status.



Authorization Correction Status After Review

Note: For Approved service lines, the **Authorization Correction displays** a **Cancelled** status since the changes are incorporated into the Original Authorization.

Requested By: Date of Birth: First Name: III IIIIII Last Name: IIII III Tax ID (SSN/FEIN): ng care for a family No V Diagnosis Codes: A: H903 B: C: D: Line if From Date To Date Diagnosis Pointer Code Type Code Body Part Level Requested Units Units Amount Duration Re

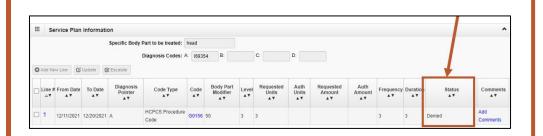
Note: The Original Authorization is updated to reflect the Authorization Correction changes.





Authorization Correction Status After Review, Continued

Note: For Denied service lines, the **Denied** status displays on the Authorization Corrections Details page. The Original **Authorization** is not updated.



Note: For Pended Further Development service lines, the **Pended Further Development** status displays on the Authorization Corrections Details page. The Original **Authorization** is not updated.

