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 #**.

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

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.

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.

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."

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."