

Auth Portal Desk Level Procedure (DLP) Withdrawing a Pending Authorization

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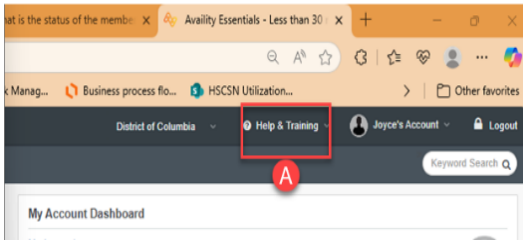
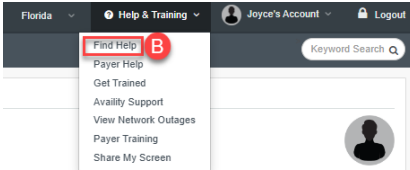
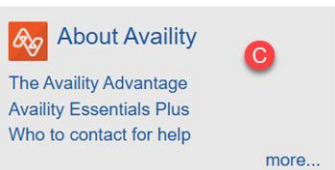
Auth Portal Desk Level Procedure (DLP) Withdrawing a Pending Authorization

1. Key Information:

Title	Auth Portal - Withdrawing a Pending Authorization
Scope/ Line of Business	Medicaid – CASSIP and Non-CASSIP
Department	Utilization Management

2. Pre-requisite and System Access:

This Desk Level Procedure (DLP) involves the following systems.

System	Role	Access issues?
GuidingCare® (Auth Portal)	Providers and Staff submit, review, and update authorization requests through the Auth Portal	<p>If the provider's issue is related to the HSCSN Auth Portal:</p> <ul style="list-style-type: none"> inability to access the Auth Portal; or the Auth Portal functionality is not performing as expected <p>Please contact HSCSN Customer Care at 202-467-2737.</p>
<p>Availity® Payer Spaces</p> <p>Routes traffic to HSCSN Auth Portal</p> <p>Provides HSCSN Claims and Eligibility Information</p>	<p>Providers and Staff access Availity and use the Single Sign On (SSO) feature to access the HSCSN Auth Portal</p>	<p>If the provider's issue is related to inability to access Availity®:</p> <p>Please navigate to the Availity main landing page by clicking here and logging in then</p> <ol style="list-style-type: none"> Click 'Help and Training' Click 'Find Help' Click 'About Availity' for Availity contact information   

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3. High-level Description:

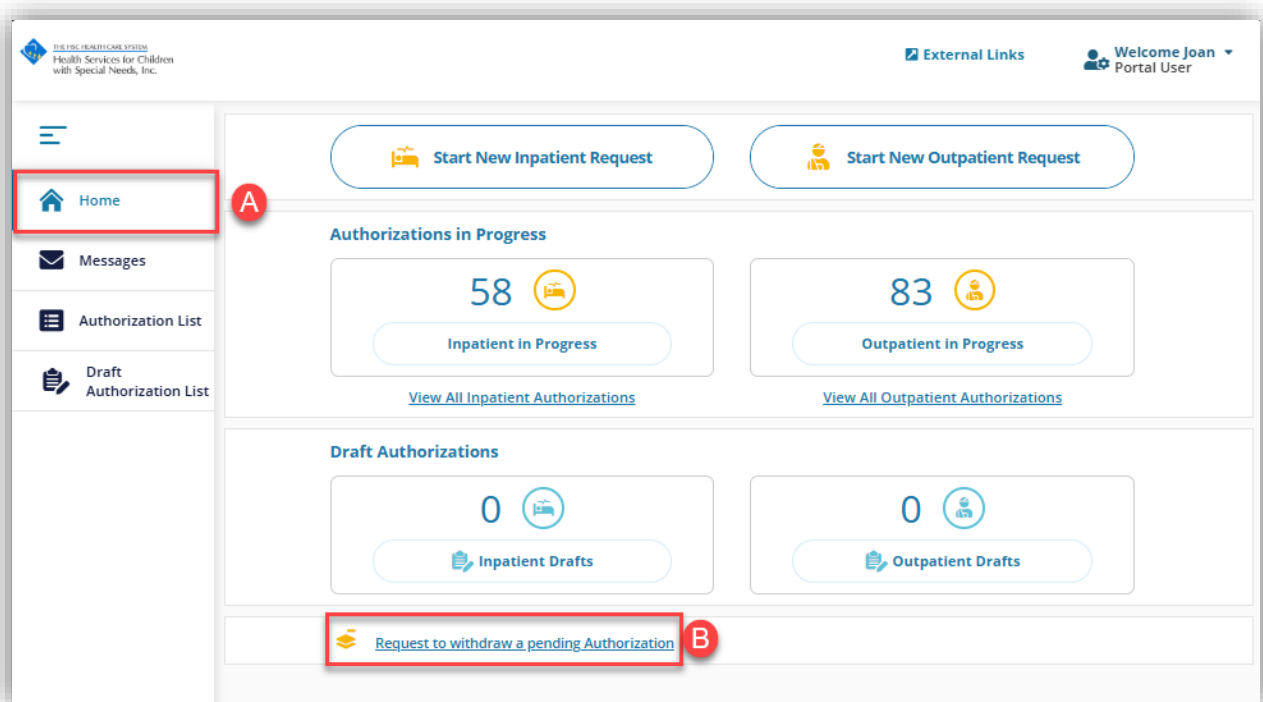
This Desk Level Procedure (DLP) explains Withdrawal of a Pending Authorization from the Authorization Portal.

The user can withdraw one or more service lines in an authorization request after it has been submitted, but not yet decisioned. This ensures that there is no unnecessary processing of authorizations if they are no longer needed for the enrollees.

4. Detailed Steps:

4.1 How to Submit a Withdrawal Request for a Pending Authorization

- A. Navigate to the Home Page
- B. Click 'Request to withdraw a pending Authorization'



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4.2 How to Conduct Withdraw Authorization Search

Once the user clicks on 'Request to withdraw a pending Authorization (see this DLP prior section), the user is navigated to the Withdraw Authorization Search page.

A. Navigate to the Withdraw Authorization Search page (as noted in prior section)

Note: the user can then enter parameters in one or more of the following fields to activate the 'Find Authorization' button

B. Authorization ID#

C. Service Start Date

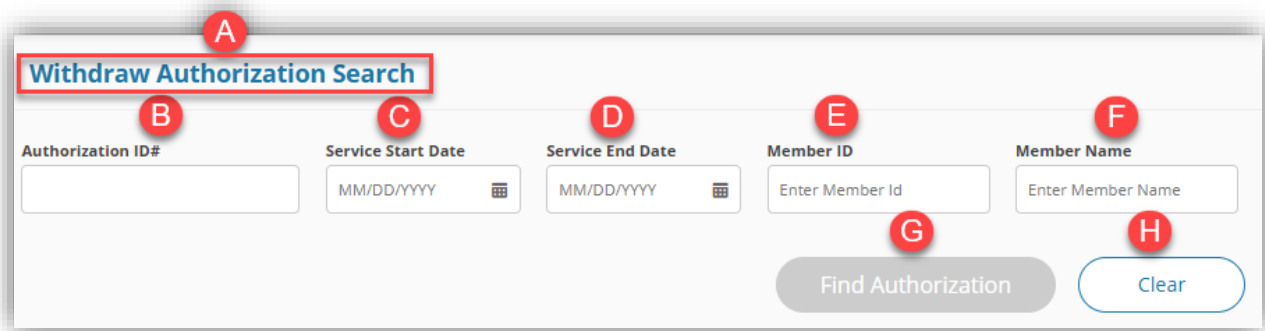
D. Service End Date

E. Member ID

F. Member Name

G. Find Authorization – this is enabled once information is entered in search fields

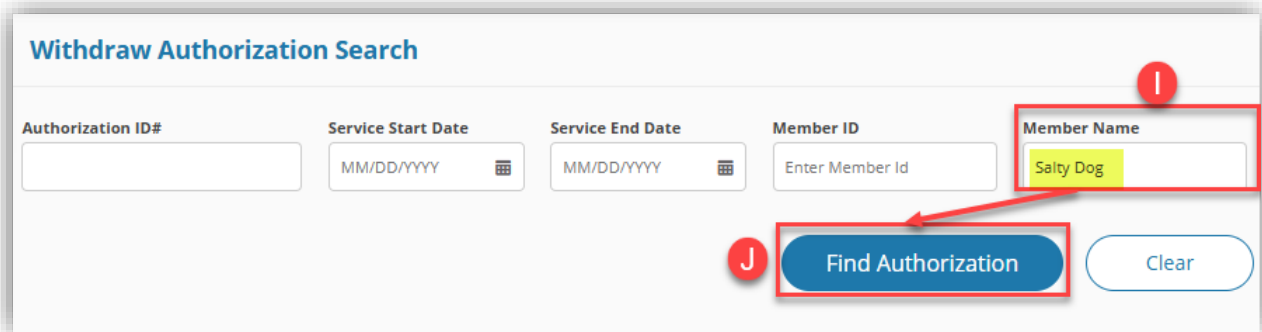
H. Clear – use this to clear search fields, when applicable



The screenshot shows the 'Withdraw Authorization Search' form. Callout A points to the form title. Callout B points to the 'Authorization ID#' input field. Callout C points to the 'Service Start Date' input field with a calendar icon. Callout D points to the 'Service End Date' input field with a calendar icon. Callout E points to the 'Member ID' input field with placeholder text 'Enter Member Id'. Callout F points to the 'Member Name' input field with placeholder text 'Enter Member Name'. Callout G points to the 'Find Authorization' button. Callout H points to the 'Clear' button.

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- I. Once data is entered in a field (in this example Member Name field), the Find Authorization button is activated
- J. Find Authorization (note this button is now 'blue' indicating the user can click it to perform the search)



The image shows a web form titled "Withdraw Authorization Search". It contains five input fields: "Authorization ID#" (empty), "Service Start Date" (placeholder MM/DD/YYYY with a calendar icon), "Service End Date" (placeholder MM/DD/YYYY with a calendar icon), "Member ID" (placeholder Enter Member Id), and "Member Name" (containing "Salty Dog"). A red box highlights the "Member Name" field, with a red circle 'I' above it. Below the fields is a "Find Authorization" button, which is blue and highlighted with a red box and a red circle 'J'. A red arrow points from the "Member Name" field to the "Find Authorization" button. To the right of the "Find Authorization" button is a "Clear" button.

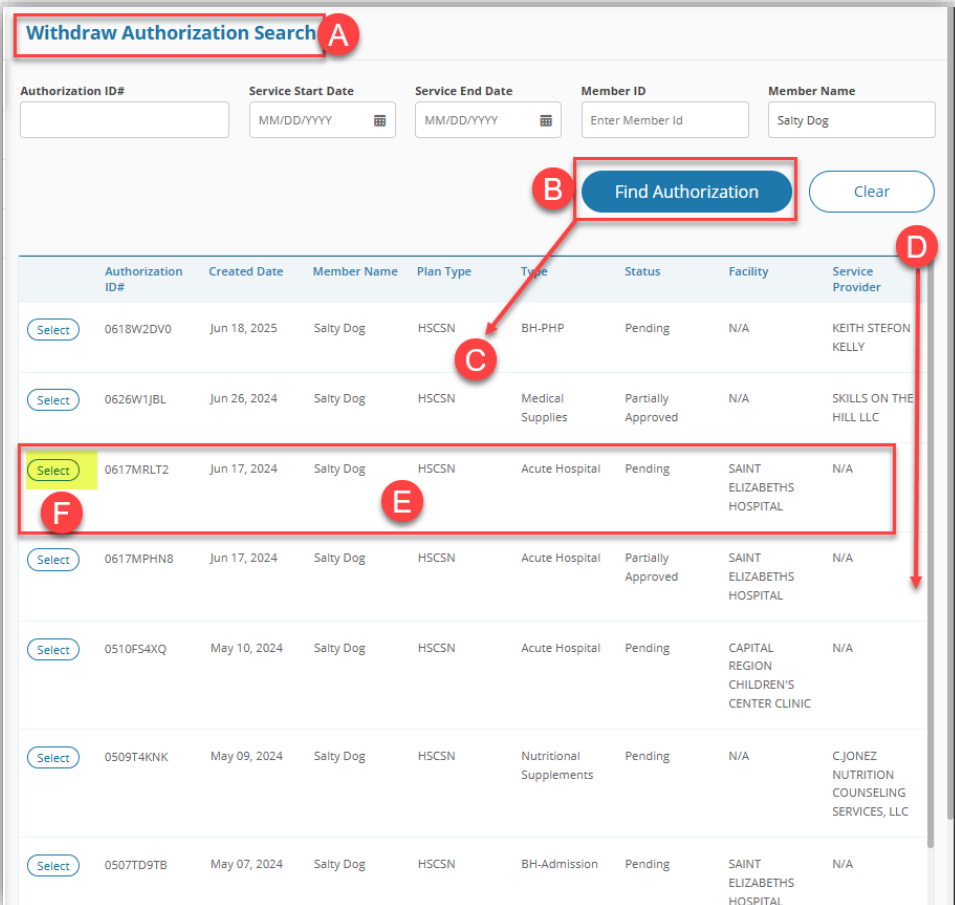
Note: the user can narrow the search by adding data in additional search fields

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4.3 How to Select the Authorization that Requires Withdrawal

Based on steps outlined in the prior section of this DLP, the user lands on the Withdraw Authorization Search page.

- A. Withdraw Authorization Search
- B. Enter Data/Click Find Authorization
- C. List of Authorizations open based on search parameters
- D. Scroll down page until the targeted authorization is located
- E. Targeted authorization is located
- F. Click Select in the line associated with the Authorization that needs to be withdrawn



The screenshot shows the 'Withdraw Authorization Search' interface. At the top, there are search filters for Authorization ID#, Service Start Date, Service End Date, Member ID, and Member Name. A red box labeled 'A' highlights the title. Below the filters is a 'Find Authorization' button (labeled 'B') and a 'Clear' button. The main area is a table of authorizations. A red box labeled 'C' highlights the table headers. A red arrow labeled 'D' points to the bottom of the table, indicating scrolling. A red box labeled 'E' highlights a specific row (Authorization ID# 0617MRLT2). A red box labeled 'F' highlights the 'Select' button in the first column of that row.

	Authorization ID#	Created Date	Member Name	Plan Type	Type	Status	Facility	Service Provider
Select	0618W2DV0	Jun 18, 2025	Salty Dog	HSCSN	BH-PHP	Pending	N/A	KEITH STEFON KELLY
Select	0626W1JBL	Jun 26, 2024	Salty Dog	HSCSN	Medical Supplies	Partially Approved	N/A	SKILLS ON THE HILL LLC
Select	0617MRLT2	Jun 17, 2024	Salty Dog	HSCSN	Acute Hospital	Pending	SAINT ELIZABETHS HOSPITAL	N/A
Select	0617MPHN8	Jun 17, 2024	Salty Dog	HSCSN	Acute Hospital	Partially Approved	SAINT ELIZABETHS HOSPITAL	N/A
Select	0510F54XQ	May 10, 2024	Salty Dog	HSCSN	Acute Hospital	Pending	CAPITAL REGION CHILDREN'S CENTER CLINIC	N/A
Select	0509T4KNK	May 09, 2024	Salty Dog	HSCSN	Nutritional Supplements	Pending	N/A	CJONEZ NUTRITION COUNSELING SERVICES, LLC
Select	0507TD9TB	May 07, 2024	Salty Dog	HSCSN	BH-Admission	Pending	SAINT ELIZABETHS HOSPITAL	N/A

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4.4 How to Withdraw the Pending Authorization Request

- A. User is directed to the Withdraw Request Page
- B. Click on box of decision line that needs to be withdrawn (this may be more than one line, if applicable)
- C. Add Note: user can add information related to withdrawal decision
- D. Add Attachment: upload pertinent documents (see further instructions below)
- E. Submit button: not enable until the above steps are completed
- F. Cancel: only select this option if the user wants to cancel the withdrawal request

* Indicates required field

Withdraw Request

Salty Dog
Authorization ID #0617MRLT2

	Service Code	Service Description	Unit Type	Requested Un...	Start Date	End Date	Status
<input type="checkbox"/>	0123	Room & Board - Semi-private (Two Beds)	Days	3	06/17/2024	06/19/2024	Pending

Add Note

Begin typing

Add Attachments

Submit

Cancel

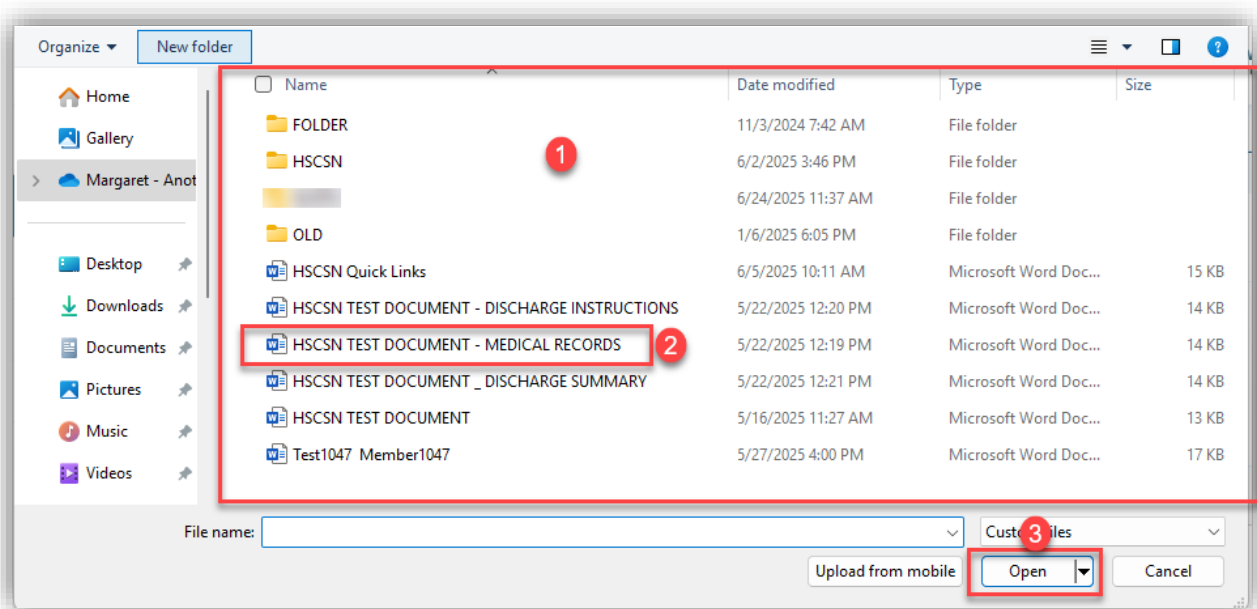
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D. Add Attachments (further instructions)

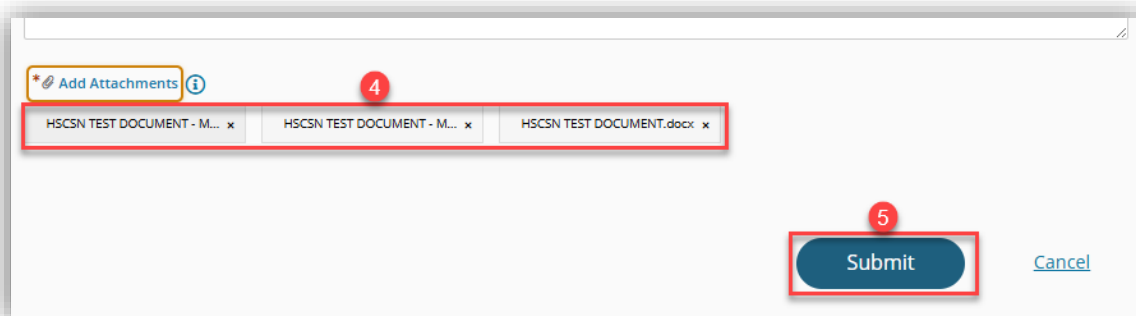
1. Once user clicks Add Attachments, user is brought to desktop

Note: User can navigate to approved location where documents are stored

2. Select the applicable document
3. Click Open



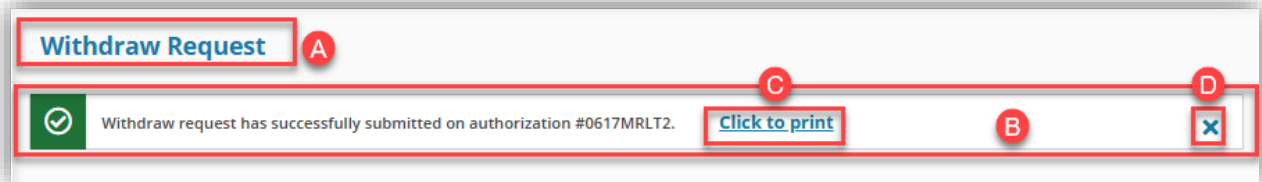
4. Confirm all documents are uploaded (as applicable)
5. Click Submit



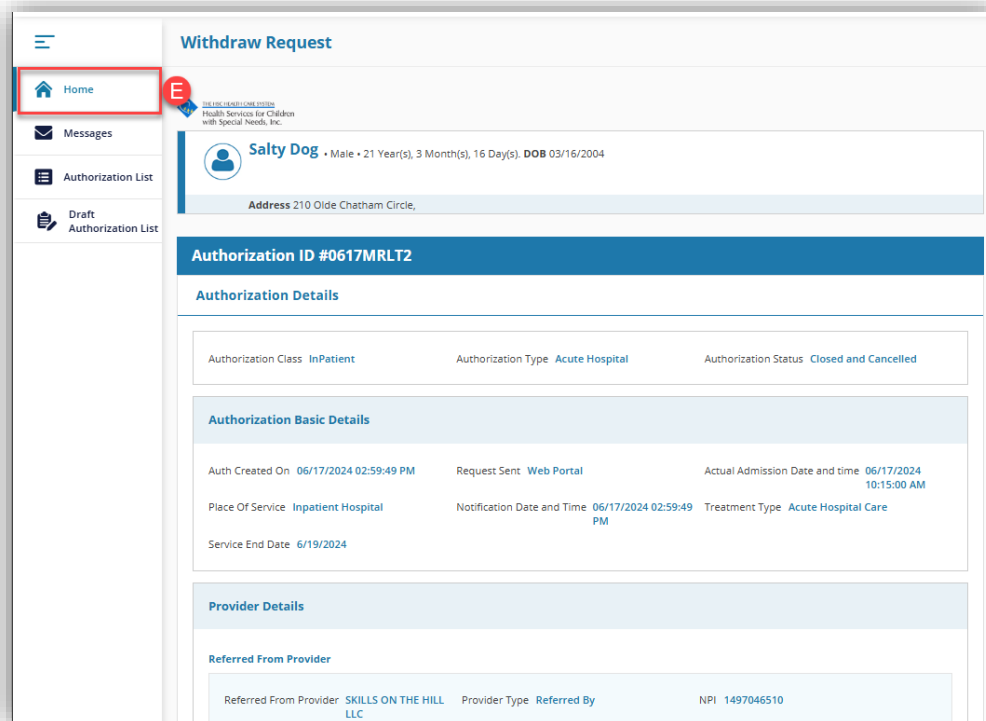
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4.5 How to Confirm Withdrawal is Submitted

- The user is directed to the Withdraw Request once Submit is clicked
- User receives a pop up message indicating the Withdraw Request has successfully submitted to include the applicable authorization number
- Click to print: user can print a copy of the Withdraw Request
- Click 'x' to exit page



- Click 'Home' to exit Withdraw Request page



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6. Version History:

Version #	Comments	Created By and Date	Review By and Date	Approved By and Date
1.0	Initial Version	Maggie Kelley, Anoteros, 06/28/2025		
1.1	Added missing steps G, H How to Conduct Withdraw Authorization Search	Maggie Kelley, Anoteros, 08/19/2025		



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