



SA Cancel

You may need to cancel a Service Authorization Request once it has been sent for a variety of reasons. This process however is quite simple.

1. Click on **SA Responses** on the left-hand menu to display the *SA Activity Worklist*.
2. Use the *Search Criteria* to find the SA Request you wish to cancel.
3. Click the Cancel button in the far right column.
 - NOTE:** SA Cancel requests will not have a Cancel button, as you are not able to Cancel a Cancel Request.
4. Confirm the cancellation request.
5. You will notice a new request has been added to the list. This new request is the Cancel Request you submitted by clicking the Cancel button, and is similar to the original SA Request with the exception of the Date Sent and no *Cancel* button.
6. Once a response has been received from NY Medicaid, both the UT and PC Response values will remain blank, the Status will be updated from Sent to Received, and the Client ID will become a hyperlink which may be clicked to view the *Response*.

•• Service Authorization Activity Worklist

Search Criteria

Requested within the last days

Date Sent: (mm/dd/yyyy)

Client Last Name:

UT Response:

Client ID:

PC Response:

Status:

Show all transactions for this provider just my transactions

Records 1 - 2 of 2

Client ID	Name	Date Sent	UT Response	PC Response	Status	Cancel
BB12345Z	PEABO, HENRY	12/16/2005 5:08:12 PM			Received	
BB12345Z	PEABO, HENRY	11/21/2005 11:30:19 AM			Received	Cancel

Records 1 - 2 of 2

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ePACES MEVS Service Authorization Cancellation



SA Cancel Response Details

The SA Cancel Response Details page contains the information that was received from NY Medicaid and is basically a confirmation that the Cancellation Request was received.

Client Information:			
Client ID:	99999998	Date of Birth:	10/3/1972
Client Name:		Gender:	M

Client Information - Includes the patient's ID, name, date of birth, and gender to assist in ensuring the cancellation of the authorization was requested for the proper individual.

Service Authorization Cancel Response
No Action Required PC NA
Certification Not Required for this Service Modified UT CANCELLED

SA Cancel Response - NY Medicaid's response to the request for the Cancellation of a Service Authorization.

Utilization Threshold Units Information		Post and Clear Units Information	
Units Approved	Units	Units Approved	Units
Service Units Delivered:	1	Service Units Delivered:	
Laboratory Units Ordered:		Laboratory Units Ordered:	
Pharmacy Units Ordered:		Pharmacy Units Ordered:	

UT/PC Units Information - Displays the requested quantities for the SA which has been cancelled. In the case of an Rx/Lab Service Authorization, the Generic Over the Counter, Brand, and Supplies quantities will be combined into a single "Pharmacy Units" field.

Medicaid Coverage Information
Date of Service: 9/10/2003

Medicaid Coverage Information - The original requested Date of Service will be displayed. Once you have reviewed the information displayed on the page, you have two options. You may click the *Close* button which will set the status of the response to "Viewed" or you may click *Worked* to mark the response as such, indicating that follow-up has been completed. Both buttons will close the details page and return you to the *SA Activity Worklist*.