

Authorization Decline Guidance

In the case of an authorization that needs to be declined and returned to the funder, please select the following options based on your situation. Include relevant additional information in the comment field.

Decline Reason	Reason for Denial
Clinically Ineligible	The clients was found ineligible for treatment services. If an alternate funding source needs to be requested, please include in comments.
Conflict of Interest	The provider has decided they can't treat the client. (e.g., personal relationship with the client; past problems with the client; etc.)
Location Error	The authorization was issued to the wrong facility (not the wrong provider).
Need Different Funding	The contract / funding that was authorized is incorrect, or the provider needs something different.
No Contact	The provider has not been able contact the client.
Refused Treatment	The client does not want treatment or refuses treatment.
Staffing Shortage	The provider needs to decline the authorization due to a staffing shortage.
Other	Any reason not identified above.

The screenshot shows the 'Authorization' page. The left sidebar has 'Authorization' circled in red with a red '1' next to it. The main content area shows details for a client named Tiger, Z. At the bottom, there are 'Accept' and 'Decline' buttons, with 'Decline' circled in red and labeled with a red '2'.

1. View Authorization

The screenshot shows the 'Decline Reason' dropdown menu. The dropdown is open, showing a list of reasons: Clinically Ineligible, Conflict of Interest, Location Error, Need Different Funding, No Contact, Refused Treatment, Staffing Shortage, and Other. The 'Staffing Shortage' option is highlighted in blue. The dropdown is circled in red.

2. "Decline Reason" Selections