

Submitting acute inpatient admission requests to BCN

Authorization requests submitted to Blue Care Network for acute inpatient admissions are accepted **only** when they are submitted through the e-referral system. Requests submitted by fax are not accepted.

This practice began July 1, 2016, and applies to all BCN lines of business, including BCN HMOSM (commercial) and BCN AdvantageSM members.

There are exceptions to this requirement. Certain types of requests must be faxed to BCN. For that information, see the information at the end of this page.

Submitting requests through e-referral

Accessing the e-referral system. To access the e-referral system, do the following:

1. Visit **bcbsm.com**.
2. Click *Login*.
3. Log in to Provider Secured Services with your user name and password.
4. Click *BCN e-referral* on the page that opens.

Sign up for e-referral. If you haven't yet signed up for access to the e-referral system, click [Sign Up or Change a User](#). Follow the instructions to complete the appropriate Provider Secured Services application forms.

Submitting requests by fax

Types of requests that must be faxed

- For facilities reimbursed on the basis of DRGs, concurrent review requests and discharge dates will be accepted via fax. Facilities reimbursed on a per-diem basis must submit concurrent reviews via e-referral.
- Authorization requests for sick / ill newborns must be faxed to BCN. They cannot be submitted through the e-referral system because the newborn is not a member covered by BCN. The BCN nurse reviewer will create a case for the newborn in the e-referral system and you will be able to see it there. The newborn will be identified as "baby boy" or "baby girl" until he or she is added to the subscriber's contract. You can attach updates or discharge information to the case in e-referral using the Case Communication field, as you would with a member.
- Requests for enteral and total parenteral nutrition requests must be faxed to BCN.

Times when faxes are accepted

Faxes are accepted from midnight on Sunday through 4 p.m. on Friday. Faxes are not accepted on weekends. They are also not accepted on holidays when BCN is closed. (The holidays observed at BCN are identified in the *BCN Provider News* issue published prior to the holiday occurring.)

Fax numbers

- Fax requests for BCN HMO (commercial) members to 1-866-313-8433.
- Fax requests for BCN Advantage members to 1-866-526-1326.