

e-referral system planned downtimes and what to do

REVISED: September 2019

We take the e-referral system out of operation on a monthly basis while we perform maintenance on it. During those times, you won't be able to use it to submit referrals or authorization requests, to upload clinical documentation, to check the status of an authorization request or to do anything else you typically do in the e-referral system. Note that all times are Eastern time.

Here's the schedule for upcoming maintenance on the e-referral system during 2019, so you can plan ahead:

Month	Maintenance start time	Maintenance end time
September 2019	7 a.m. on Saturday, September 21*	10 p.m. on Sunday, September 22*
October 2019	7 a.m. on Saturday, October 19*	10 p.m. on Sunday, October 20*
November 2019	7 a.m. on Saturday, November 16*	10 p.m. on Sunday, November 17*
December 2019	7 a.m. on Saturday, December 21*	10 p.m. on Sunday, December 22*

*On Saturday between 7 a.m. and 10 p.m., we expect the e-referral system to be available, although you may experience minor performance issues. After 10 p.m. that day, the system will not be available at all. On Sunday, the system will be available by 10 p.m.; it may be available earlier if maintenance tasks are completed.

We apologize for any inconvenience this may cause.

Here's some information on how to process requests while the e-referral system is down:

- **For non-urgent authorization requests:** Please wait and submit these when the e-referral system is available again.
- **For urgent requests that need to be processed within 24 hours,** call or fax as outlined below.

Service	Line of business	What to do
Acute inpatient admissions	Blue Cross' PPO (commercial) requests Medicare Plus Blue SM PPO requests	Fax to 1-800-482-1713 anytime. After business hours: call 1-800-851-3904.
	BCN HMO SM (commercial) requests BCN Advantage SM requests	During business hours: Call 1-800-392-2512. After business hours: Call 1-800-851-3904.
Post-acute admissions and concurrent reviews	BCN HMO (commercial) requests	Fax to 1-866-534-9994 anytime.
Behavioral health services	Medicare Plus Blue PPO requests	Call 1-888-803-4960 anytime.
	BCN HMO (commercial) requests	Call 1-800-482-5982 anytime.
	BCN Advantage requests	Call 1-800-431-1059 anytime.