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.

Here’s the schedule for upcoming maintenance on the e-referral system during 2020, so you can plan ahead. Note that all times are Eastern time. Also, this schedule may change; we’ll let you know if that happens.

<table>
<thead>
<tr>
<th>Month</th>
<th>System unavailable from:</th>
<th>System unavailable to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 2020</td>
<td>10 p.m. on Saturday, Sept. 19*</td>
<td>10 a.m. on Sunday, Sept. 20*</td>
</tr>
<tr>
<td>October 2020</td>
<td>10 p.m. on Saturday, Oct. 17*</td>
<td>10 a.m. on Sunday, Oct. 18*</td>
</tr>
<tr>
<td>November 2020</td>
<td>10 p.m. on Saturday, Nov. 21*</td>
<td>10 a.m. on Sunday, Nov. 22*</td>
</tr>
<tr>
<td>December 2020</td>
<td>10 p.m. on Saturday, Dec. 19*</td>
<td>10 a.m. on Sunday, Dec. 20*</td>
</tr>
</tbody>
</table>

*The e-referral system will not be available at all during the times listed in the table. On Sunday, the system will be available by 10 a.m. and may be available earlier if maintenance tasks are completed. We expect the system to be available during the remaining time over the weekend, although you may experience minor performance issues.

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.

<table>
<thead>
<tr>
<th>Service</th>
<th>Line of business</th>
<th>What to do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acute inpatient admissions</td>
<td>Blue Cross’ PPO (commercial)</td>
<td>Fax to 1-800-482-1713 anytime. Note: Faxes received after business hours will be processed the next business day. After business hours: Call 1-800-851-3904.</td>
</tr>
<tr>
<td></td>
<td>Medicare Plus BlueSM PPO</td>
<td>Fax to 1-866-464-8223 anytime. Note: Faxes received after business hours will be processed the next business day. After business hours: Call 1-800-851-3904.</td>
</tr>
<tr>
<td></td>
<td>BCN HMO (commercial)</td>
<td>During business hours: Call 1-800-392-2512. After business hours: Call 1-800-851-3904.</td>
</tr>
<tr>
<td></td>
<td>BCN AdvantageSM</td>
<td></td>
</tr>
<tr>
<td>Post-acute admissions and concurrent reviews</td>
<td>BCN HMO (commercial)</td>
<td>Fax to 1-866-534-9994 anytime. Note: Faxes received after business hours will be processed the next business day.</td>
</tr>
<tr>
<td>Behavioral health services</td>
<td>Medicare Plus Blue</td>
<td>Call 1-888-803-4960 anytime.</td>
</tr>
<tr>
<td></td>
<td>BCN HMO (commercial)</td>
<td>Call 1-800-482-5982 anytime.</td>
</tr>
<tr>
<td></td>
<td>BCN Advantage</td>
<td>Call 1-800-431-1059 anytime.</td>
</tr>
</tbody>
</table>