Authorization requests submitted to Blue Care Network for acute inpatient admissions are accepted only when they are submitted through the e-referral system.

Note: Requests submitted by fax are accepted only when the e-referral system is not available.

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 “Submitting requests by fax” section below.

Submitting requests through e-referral

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

2. Click Login.
3. Log in to Provider Secured Services with your user name and password.
4. Click 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

- 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.

- Requests for admissions and continued stays when the e-referral system is unavailable

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.