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Using the e-referral system is the most efficient way to submit a prior authorization request to Blue Cross Blue Shield of Michigan and Blue Care Network and to check the status of the request.

In this document, we outline options for submitting prior authorization requests to Blue Cross or BCN when the e-referral system is undergoing maintenance.

General information about e-referral maintenance

We perform maintenance on the e-referral system as follows:

- 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.
- We also perform maintenance on the e-referral system outside of the identified monthly times. At these times, providers may experience slowness or unexpected errors while using the e-referral system.

We apologize for any inconvenience this may cause.

In either situation, refer to the options outlined below.

How to submit requests when the e-referral system is undergoing maintenance

Here's some information on how to process requests while the e-referral system is unavailable or isn't performing as expected:

- For **non-urgent authorization requests**: Wait and submit these when the e-referral system is available again or is performing as expected.
- For **urgent requests that need to be processed before the e-referral system is available again**: Call or fax as outlined below.

e-referral system maintenance times and what to do

For Blue Cross commercial, Medicare Plus BlueSM,
Blue Care Network commercial and BCN AdvantageSM

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Service	Line of business	What to do (for urgent requests only)
Acute inpatient medical admissions	Blue Cross commercial	Fax to 1-800-482-1713 anytime. During business hours: Call 1-800-392-2512. After business hours: Call 1-800-851-3904.
	Medicare Plus Blue	Fax to 1-866-464-8223 anytime. During business hours: Call 1-866-807-4811. After business hours: Call 1-800-851-3904.
	BCN commercial	Fax to 1-866-313-8433 anytime. During business hours: Call 1-877-399-1673. After business hours: Call 1-800-851-3904.
	BCN Advantage	Fax to 1-866-526-1326 anytime. During business hours: Call 1-877-399-1673. After business hours: Call 1-800-851-3904.
Post-acute admissions and concurrent reviews	UAW Retiree Medical Benefits Trust Blue Cross non-Medicare	Fax to 1-866-915-9811 anytime.
	Other Blue Cross commercial	Fax to 1-866-411-2573 anytime.
	BCN commercial	Fax to 1-866-534-9994 anytime.

Note: Faxes received after business hours will be processed the next business day.

Monthly e-referral maintenance (outage) schedule

Here's the schedule for upcoming monthly maintenance for the e-referral system, so you can plan ahead. These are the times the e-referral system will be unavailable.

Note that all times are Eastern time. Also, this schedule may change; we'll let you know when that's expected to occur.

Month	System unavailable from:	System unavailable through:
September 2024	10 p.m. on Saturday, Sept. 21*	10 a.m. on Sunday, Sept. 22*
October 2024	10 p.m. on Saturday, Oct. 19*	10 a.m. on Sunday, Oct. 20*
November 2024	10 p.m. on Saturday, Nov. 16*	10 a.m. on Sunday, Nov. 17*
December 2024	10 p.m. on Saturday, Dec. 21*	10 a.m. on Sunday, Dec. 22*

*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



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expect the system to be available during the remaining time over the weekend, although you may experience minor performance issues.