

# e-referral system maintenance times and what to do

For Blue Cross commercial, Medicare Plus Blue<sup>SM</sup>,  
Blue Care Network commercial and BCN Advantage<sup>SM</sup>

Revised June 2025

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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 plan notification, or prior 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.

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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	All members	Complete the <a href="#">LTACH assessment form</a> or the <a href="#">SNF/acute IPR assessment form</a> and fax it to the number shown on the form.

**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:
June 2025	7 a.m. on Saturday, June 21*	10 p.m. on Sunday, June 22*
July 2025	7 a.m. on Saturday, July 19*	10 p.m. on Sunday, July 20*
August 2025	7 a.m. on Saturday, Aug. 16*	10 p.m. on Sunday, Aug. 17*
September 2025	7 a.m. on Saturday, Sept. 20*	10 p.m. on Sunday, Sept. 21*
October 2025	7 a.m. on Saturday, Oct. 18*	10 p.m. on Sunday, Oct. 19*
November 2025	7 a.m. on Saturday, Nov. 15*	10 p.m. on Sunday, Nov. 16*
December 2025	7 a.m. on Saturday, Dec. 20*	10 p.m. on Sunday, Dec. 21*

\*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 p.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.