

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 for the next few months so you can plan ahead. We'll update this document with the maintenance weekends for the remainder of the year when that information becomes available. Note that all times are Eastern time. Also, this schedule may change; we'll let you know if that happens.

Month	System unavailable from:	System unavailable to:
<b>May 2021</b>	Note the additional time the e-referral system will be out of service in May.	
System unavailable for:		
Monthly maintenance -	10 p.m. on Saturday, May 15*	10 a.m. on Sunday, May 16*
Software upgrade -	6 p.m. on Friday, May 21	6 a.m. on Monday, May 24
<b>June 2021</b>	10 p.m. on Saturday, June 19*	10 a.m. on Sunday, June 20*
<b>July 2021</b>	10 p.m. on Saturday, July 17*	10 a.m. on Sunday, July 18*
<b>August 2021</b>	10 p.m. on Saturday, August 21*	10 a.m. on Sunday, August 22*
<b>September 2021</b>	10 p.m. on Saturday, September 18*	10 a.m. on Sunday, September 19*
<b>October 2021</b>	10 p.m. on Saturday, October 16*	10 a.m. on Sunday, October 17*
<b>November 2021</b>	10 p.m. on Saturday, November 20*	10 a.m. on Sunday, November 21*
<b>December 2021</b>	10 p.m. on Saturday, December 18*	10 a.m. on Sunday, December 19*

\*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.

Service	Line of business	What to do
<b>Acute inpatient admissions</b>	Blue Cross commercial	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.
	Medicare Plus Blue <sup>SM</sup>	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.

Nonprofit corporations and independent licensees  
of the Blue Cross and Blue Shield Association

Service	Line of business	What to do
<b>Acute inpatient admissions (continued)</b>	BCN commercial BCN Advantage <sup>SM</sup>	During business hours: Call 1-800-392-2512. After business hours: Call 1-800-851-3904.
<b>Post-acute admissions and concurrent reviews</b>	Blue Cross commercial	Fax to 1-866-411-2573 anytime. Note: Faxes received after business hours will be processed the next business day.
	BCN commercial	Fax to 1-866-534-9994 anytime. Note: Faxes received after business hours will be processed the next business day.
<b>Behavioral health services</b>	Medicare Plus Blue	Call 1-888-803-4960 anytime.
	BCN commercial	Call 1-800-482-5982 anytime.
	BCN Advantage	Call 1-800-431-1059 anytime.