

e-referral system out of service on two weekends in May

Here are the May 2021 planned downtimes for the e-referral system. All times are Eastern time.

- Routine maintenance: From 10 p.m. on Saturday, May 15 to 10 a.m. on Sunday, May 16
- Software upgrade: From 6 p.m. Friday, May 21 to 6 a.m. on Monday, May 24

Software upgrade changes

Click the links below to see what will remain the same and what will change as a result of the software upgrade.

- [No change: Logging in](#)
- [Change: URL and IP/PORT](#)
- [Change: Updating contact information](#)
- [Change: Landing page preference](#)

No change: Logging in

There is no change in how users will access or log in to the e-referral system.

- Recommended browsers are:
 - Google ChromeTM
 - Edge (Microsoft)
 - Firefox (Mozilla)
- We **do not** recommend that users connect to the e-referral system using the following browsers:
 - Internet Explorer (Microsoft)
 - Safari[®] (Apple[®])

Change: URL and IP/PORT

There is one URL change. This change should be seamless to end users, but you may need IT/network changes if your organization restricts access to external URLs.

This change is similar to the one that occurred in February 2020. At that time, some facilities and organizations had to “whitelist”:

- A new URL
- IP/PORT numbers

Here’s the new information for the spring 2021 upgrade:

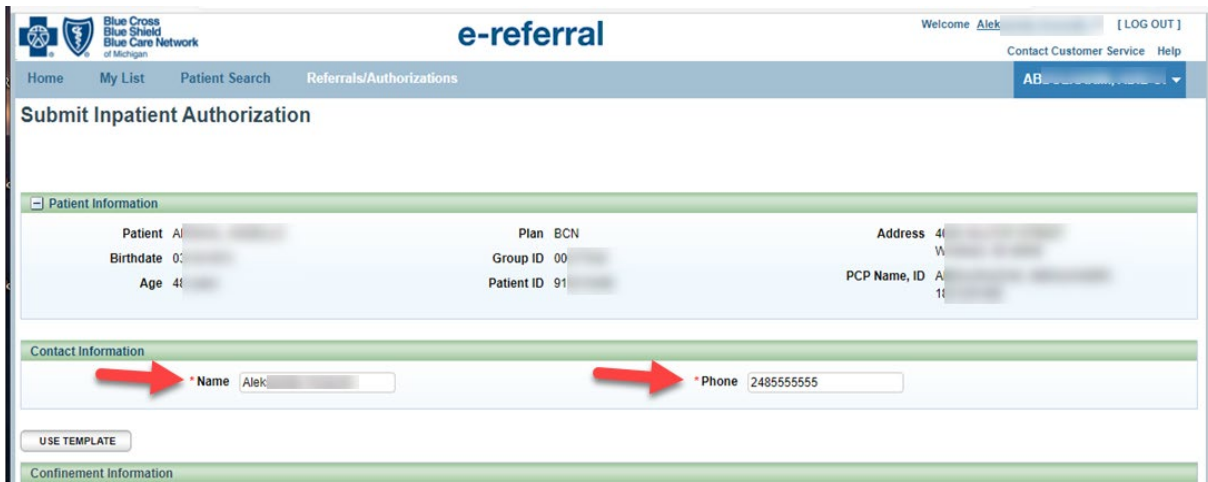
- URL: https://b09capprodext.cishoc.com/CapWeb/default*
- IP/ PORT: 8.10.149.87/443

If you can’t access the e-referral system on Monday, May 24, 2021, contact the Web Support Help Desk at 1-877-258-3932.

Change: Updating contact information

A new panel on the Submit Referral/Authorization pages lets the user add a different provider name and phone number.

This will update the contact information that the Blue Cross and BCN reviewers see.



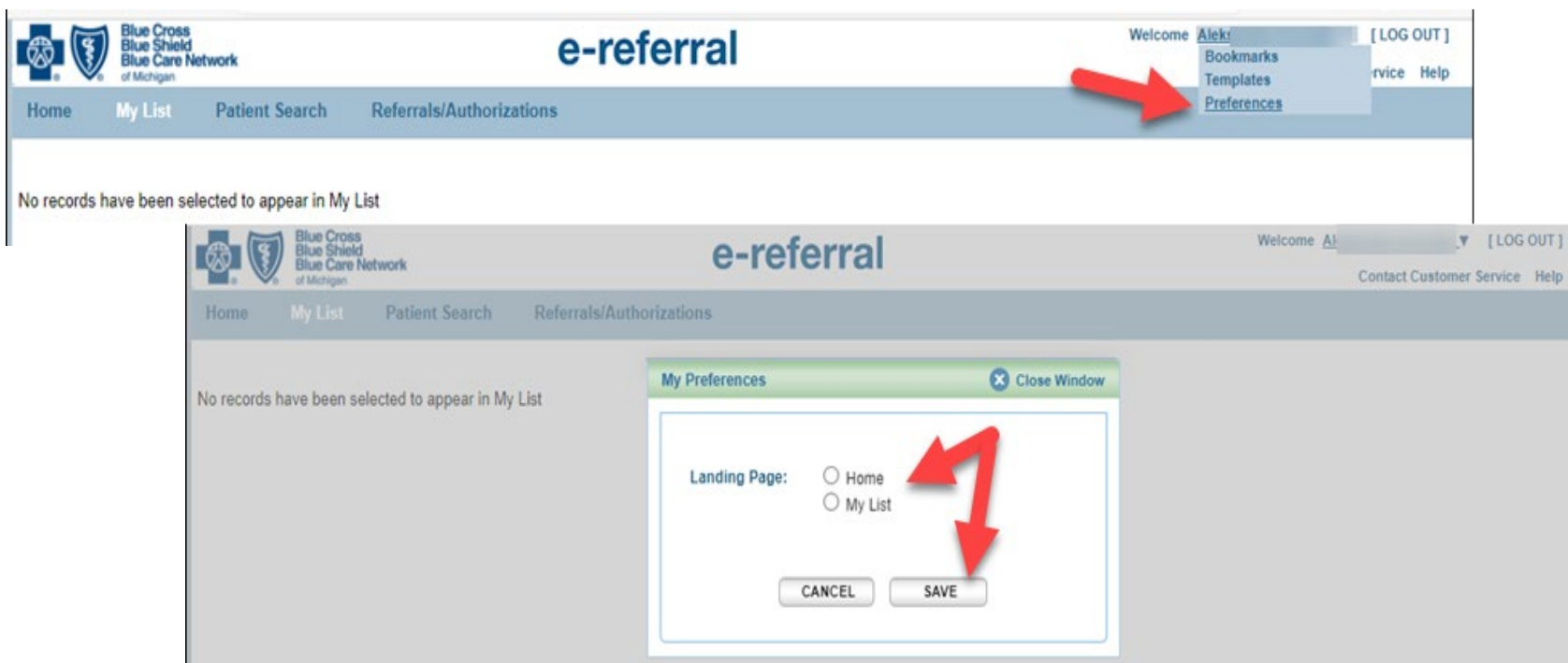
The screenshot displays the 'e-referral' system interface for 'Submit Inpatient Authorization'. The top navigation bar includes 'Home', 'My List', 'Patient Search', and 'Referrals/Authorizations'. The main content area is titled 'Submit Inpatient Authorization' and features a 'Patient Information' section with fields for Patient, Birthdate, Age, Plan, Group ID, Patient ID, Address, and PCP Name, ID. Below this is a 'Contact Information' section with two red arrows pointing to the 'Name' field (containing 'Alek') and the 'Phone' field (containing '2485555555'). A 'USE TEMPLATE' button is located at the bottom left of the form.

Change: Landing page preference

In a previous update, the My List page was added to the e-referral system as the default landing page.

In the upcoming release, users can decide if they prefer to use the My List page or the Home page as their landing page.

The My List page remains the default, but users can select *Preferences* from the Welcome menu, choose their preferred page and click *Save*. Preferences can be changed at any time.



The image displays two screenshots of the e-referral system interface. The top screenshot shows the user's profile menu with the 'Preferences' option highlighted by a red arrow. The bottom screenshot shows the 'My Preferences' dialog box with the 'My List' radio button selected and a red arrow pointing to the 'SAVE' button.

*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.