



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

# 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 May 8, 2026

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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, upload clinical documentation, 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** authorization requests that need to be processed before the e-referral system is available again

Call or fax as outlined in the following table.



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For urgent requests (only)		
Service	Line of business	What to do
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	Blue Cross and BCN commercial	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:** 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:
May 2026	7 a.m. on Saturday, May 16*	10 p.m. on Sunday, May 17*
June 2026	7 a.m. on Saturday, June 20*	10 p.m. on Sunday, June 21*
July 2026	7 a.m. on Saturday, July 18*	10 p.m. on Sunday, July 19*
August 2026	7 a.m. on Saturday, Aug. 15*	10 p.m. on Sunday, Aug. 16*
September 2026	7 a.m. on Saturday, Sept. 19*	10 p.m. on Sunday, Sept. 20*
October 2026	7 a.m. on Saturday, Oct. 17*	10 p.m. on Sunday, Oct. 18*
November 2026	7 a.m. on Saturday, Nov. 21*	10 p.m. on Sunday, Nov. 22*
December 2026	7 a.m. on Saturday, Dec. 19*	10 p.m. on Sunday, Dec. 20*



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\*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.