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of the Blue Cross and Blue Shield Association

## Provider alert

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

Category: Authorizations/referrals, Behavioral health, System maintenance

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## e-referral system out of service for maintenance overnight Aug. 20-21

Here's the next planned downtime for the e-referral system:

**From 10 p.m. on Saturday, Aug. 20 to 10 a.m. on Sunday, Aug. 21**

Note: All times are Eastern time.

The e-referral system will not be available at all during these times. Here's additional information:

- On Sunday, the system will be available by 10 a.m. It 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.

To see more planned downtimes and to learn how to handle requests while the system is down, review the list of [e-referral system planned downtimes and what to do](#).

You can get to this list anytime from any page of our [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com) website. Scroll down the left navigation pane and look for the blue tile at the bottom.

We're providing this information so you can plan ahead. We apologize for any inconvenience you may experience while the e-referral system is down.