

e-referral training tools updated

The e-referral User Guide, Online Self-paced Learning Modules and Quick Guide have been updated on the [Training Tools](#) page of ereferrals.bcbsm.com. The User Guide and Quick Guide are dated September 2022.

What's new

- We've updated the language when extending service on an existing inpatient authorization in e-referral. Providers are instructed to enter dates and number of days in the Confinement Extension(s) section of their inpatient authorization as well as upload any required clinical information in the Case Communication field. This information can be found in the *Submit an Inpatient Authorization* chapter of the [e-referral User Guide](#) and the [Submitting an Inpatient Authorization eLearning module](#).
- Instructions on checking a member's eligibility and benefits information now shows how to find them in the new provider portal (availity.com*). This information can be found in the *Checking member eligibility & benefits* chapter of the [e-referral User Guide](#).
- A section was added introducing the provider portal's Authorizations & Referrals Request tool. This tool helps users determine whether an authorization or referral is required for certain services. This information can be found in the *Accessing e-referral* chapter of the [e-referral User Guide](#).
- Logging in to e-referral has been updated with step-by-step instructions for the new provider portal. This information can be found in the *Accessing e-referral* chapter of the [e-referral User Guide](#) and the [e-referral Quick Guide](#).

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