

## Questionnaires available again in the e-referral system

For part of the day on Feb. 7, 2023, providers using the e-referral system experienced intermittent errors and some questionnaires were not opening for authorization requests submitted for BCN commercial and BCN Advantage members.

**What to do:** For authorization requests you submitted on Feb. 7, if you expected a questionnaire to open but you didn't see it, check the authorization request again. The questionnaire should be available now.

**We encourage providers to return to their authorization requests and complete the questionnaires to expedite the processing of the requests.**

This issue did not affect authorization requests submitted for Blue Cross commercial or Medicare Plus Blue members.

We apologize for any inconvenience you may have experienced while the questionnaires were not opening.