

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

Here are the May 2023 planned downtimes for the e-referral system. All times are Eastern time.

- **Software testing: From 5 a.m. on Saturday, May 6 to 10 a.m. on Sunday, May 7**

Note: The e-referral system is not expected to be available at all during these times.

- **Routine maintenance: From 10 p.m. on Saturday, May 20 to 10 a.m. on Sunday, May 21**

Note: The e-referral system will not be available at all during these times. On Sunday, May 21, the system will be available by 10 a.m. It may be available earlier if maintenance tasks are completed early. We expect the system to be available during the remaining time over that weekend, although you may experience minor performance issues.

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

You can get to this list anytime from any page of our 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.