



Don't submit referrals for members with BCN point-of-service plans

Beginning in April 1, 2024, Blue Care Network will no longer accept global referrals for members with the following plans:

- Blue Elect PlusSM POS
- Blue Elect Plus HSASM POS
- Healthy Blue ChoicesSM POS

These plans allow members to receive covered health care services from providers within or outside of their plan's network without a referral.

Some providers aren't aware that referrals aren't required for these members. And we've heard from some members that they've been told a referral is needed.

Beginning April 1, we'll block referrals for these plans in the e-referral system to remind providers that referrals aren't needed. Here's what will happen:

- If you try to submit a referral through the e-referral system, you'll see the following message:

"Referrals are not accepted or needed for Blue Care Network POS members seeing providers in their health plan's network. Some services are covered only when performed by in-network providers, and some services require authorization by BCN. More information is available on the Blue Elect Plus POS webpage and the Healthy Blue Choices POS webpage at ereferrals.bcbsm.com."
- If you submit a referral through a 278 electronic transaction, you'll receive an error code 33 with the description "Input Errors."

While you don't need to submit referrals, remember that certain services have other requirements:

- Prior authorization is still required for certain services. For details, refer to these documents on BCN's [Prior Authorization & Plan Notification](#) page at ereferrals.bcbsm.com:
 - [BCN referral and authorization requirements for Michigan providers](#)
 - [Non-Michigan providers: Referral and authorization requirements for BCN members](#)
- Prior authorization is required for all services from providers who aren't in the member's health plan network.

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