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## e-referral system unavailable on two weekends in July

Here are the next planned maintenance times for the e-referral system. All times are Eastern time.

- **Software testing: From 8 p.m. on Friday, July 12 to 6 a.m. on Monday, July 15**

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

- Blue Cross Blue Shield and Blue Care Network will not be able to generate authorizations during these times; please do not call or fax requests.

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

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 maintenance times and to learn how to handle requests while the system is undergoing maintenance, 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](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 undergoing maintenance.

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