

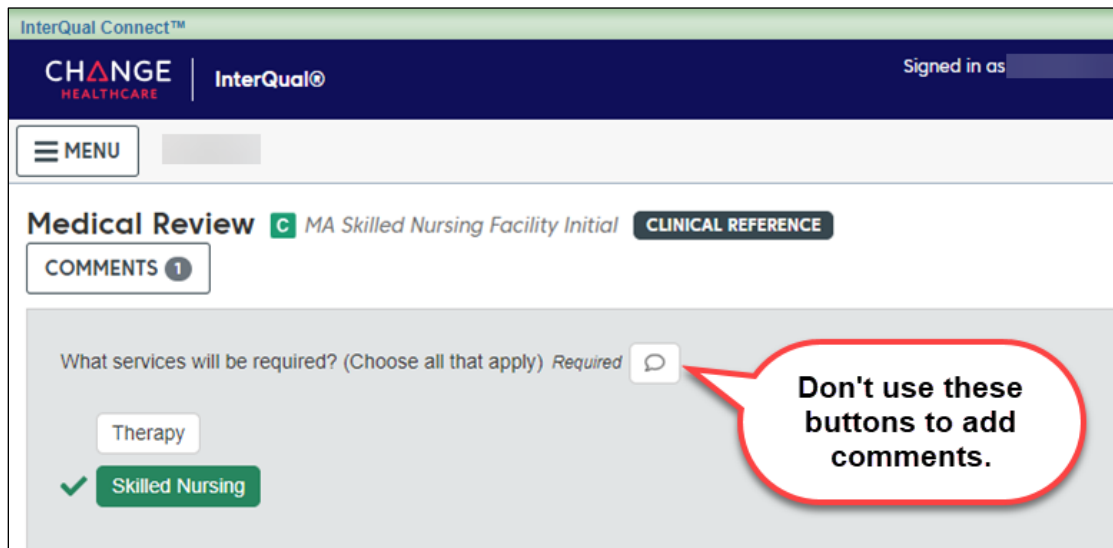
Issue resolved: Don't add comments when answering InterQual Connect questions in the e-referral system

See this [Oct. 8, 2024, provider alert](#) for the latest information.

When submitting prior authorization requests for certain services in the Blue Cross Blue Shield of Michigan and Blue Care Network e-referral system, health care providers are prompted to answer a series of InterQual[®] Connect[™] questions.

Don't add comments while answering the questions.

Currently, entering comments through the comment bubble (see below) causes the system to see the answers to the InterQual Connect questions as incomplete. Although you can submit the prior authorization request and your answers will be saved for review by Blue Cross and BCN, an error will display in the e-referral system.



We'll let you know when this issue is fixed. In the meantime, enter any additional information in the Case Communication field in the e-referral system. (For more information, see the [e-referral User Guide](#).)

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