



Nonprofit corporations and independent licensees
of the Blue Cross and Blue Shield Association

Provider alert

BCN commercial

Category: Authorizations/referrals

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Complete the Continuity of Care questionnaire in the e-referral system for some BCN commercial members starting Feb. 23

For select Blue Care Network commercial members who are eligible for continuity of care arrangements, health care providers will be prompted to complete the *Continuity of Care* questionnaire in the e-referral system starting Feb. 23, 2026. The questionnaire will open when you submit prior authorization requests for newly enrolled BCN commercial members within three months of the member's enrollment date.

The questionnaire will ask whether the requested service was previously approved by another health plan. If it was previously approved, please select *Yes* and enter the name of the plan.

For more information about continuity of care requirements for BCN commercial members, refer to the [Utilization Management](#) chapter of the *BCN Provider Manual* and look for the *Continuity of care* section.

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