

### Issue resolved: e-referral system temporarily unavailable

**Access to the e-referral system has been restored. Please submit prior authorization requests to Blue Cross and BCN through the e-referral system. As a reminder, the submission methods outlined below should be used only when the e-referral system is unavailable.**

While the e-referral system is unavailable, here's how you can submit prior authorization requests to Blue Cross Blue Shield of Michigan and Blue Care Network.

- For **non-urgent** authorization requests, wait and submit these requests when the e-referral system is available again.
- For **urgent** authorization requests, call or fax as outlined in the following table:

Service	Line of business	What to do
Acute inpatient medical admissions	Blue Cross commercial	Fax to 1-800-482-1713 anytime. During business hours: Call 1-800-392-2512. After business hours: Call 1-800-851-3904.
	Medicare Plus Blue	Fax to 1-866-464-8223 anytime. During business hours: Call 1-866-807-4811. After business hours: Call 1-800-851-3904.
	BCN commercial	Fax to 1-866-313-8433 anytime. During business hours: Call 1-877-399-1673. After business hours: Call 1-800-851-3904.
	BCN Advantage	Fax to 1-866-526-1326 anytime. During business hours: Call 1-877-399-1673. After business hours: Call 1-800-851-3904.
Post-acute admissions and concurrent reviews	Blue Cross and BCN commercial	Complete the <a href="#">LTACH assessment form</a> or the <a href="#">SNF/acute IPR assessment form</a> and fax it to the number shown on the form.

Note: Faxes received after business hours will be processed the next business day.

We apologize for the inconvenience. We'll update this provider alert when the e-referral system is available.

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