

Issue resolved: Requesting authorization if e-referral system shows an incorrect message about global referrals for BCN commercial members

The issue described below is resolved as of Aug. 14, 2026.

When requesting prior authorization through the e-referral system for some specialty services, you may receive the following message in error for some Blue Care Network commercial members: “You are not able to submit this request. Requesting Provider requires Global Referral from the PCP of the Member.”

If you encounter this message when the member *does* have a global referral from their primary care provider, call the BCN Utilization Management department during business hours at 1-800-392-2512.

We’ll update this provider alert when the issue is resolved.

We apologize for any inconvenience.

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