Blue Cross Blue Shield Blue Care Network of Michigan

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

Provider alert

BCN commercial and BCN Advantage℠

Category: Authorizations/referrals

Date posted: Oct. 9, 2026 | Updated: Oct. 26, 2026

Issue resolved: Questionnaires not opening for BCN commercial, BCN Advantage bundled appeal requests due to system issue

The issue described below is resolved as of Oct. 26, 2026.

Blue Cross Blue Shield of Michigan and Blue Care Network are aware of an issue that's preventing the *Appeal 1* and *Appeal 2* questionnaires from opening in the e-referral system. This affects providers submitting bundled appeal requests related to inpatient medical and surgical prior authorizations for BCN commercial and BCN Advantage℠ members.

We are actively working to resolve this issue and anticipate that it will be corrected by the end of October.

In the meantime, continue submitting bundled appeal requests through the e-referral system by attaching the required clinical documentation to the Case Communication field. Instructions for attaching a document from the member's medical record are outlined in the e-referral User Guide, in the subsection titled "Create New (communication)."

BCN Utilization Management staff will monitor incoming requests and will perform a manual review.

For questions about a previously submitted request, email ProviderInptAppealsP2PInquiry@bcbsm.com. Don't send bundled appeal requests to this mailbox.

Note: For BCN commercial, all other questionnaires related to appeals do open as intended and must be completed.

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

We apologize for the inconvenience.

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