Update: E-referral system no longer accepts outpatient prior authorization requests that include encounter diagnosis codes starting with U through Y

We updated this communication to show that the e-referral system no longer accepts outpatient prior authorization requests that include encounter diagnosis codes starting with U through Y. E-referral will continue to accept requests that include encounter diagnosis codes starting with Z.

Starting Nov. 22, 2026, the e-referral system blocks outpatient prior authorization requests that include encounter diagnosis codes that start with U, V, W, X or Y because these diagnosis codes don't provide the necessary specificity. This change affects Blue Care Network commercial and BCN Advantage members.

You'll need to remove the nonspecific diagnosis code and resubmit the outpatient prior authorization request with a specific diagnosis code.

We're made this change because the nonspecific diagnosis codes don't provide the information needed for an efficient clinical review. Including specific diagnosis codes reduces the amount of time it takes for us to determine medical necessity and reduces back and forth between the reviewer and your office staff.

Note: The e-referral system already blocks prior authorization requests for encounter diagnosis codes that start with U through Z for inpatient services.

Subscribe to Provider Alerts Weekly, a weekly email with a list of links to the previous week's provider alerts.