

During the COVID-19 emergency, we're extending global referrals through at least Dec. 31 for BCN HMOSM members

Blue Care Network is implementing another utilization management change aimed at supporting our providers during the COVID-19 emergency.

Change in the duration of global referrals for elective and non-urgent services

Here's what's changing for global referrals submitted for BCN HMO (commercial) members on or after March 13, 2020:

- For referrals with end dates in 2020, the end date will automatically be extended to Dec. 31, 2020.
- For referrals with end dates after Dec. 31, 2020, the end date specified in the e-referral system will apply.

This applies to global referrals submitted by both in-state and out-of-state providers.

This doesn't apply to BCN AdvantageSM, Medicare Plus BlueSM PPO or Blue Cross' PPO members, because global referrals are not required for those members.

More information

We'll add this information to the *COVID-19 utilization management changes* document, which you can access on our ereferrals.bcbsm.com website, on the Blue Cross Authorization Requirements & Criteria page and the BCN Authorization Requirements & Criteria page.

You can also find this document on our public website at bcbsm.com/coronavirus and through Provider Secured Services.