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[mibluecrosscomplete.com](http://mibluecrosscomplete.com)

## MCG message

Title: **Blue Cross Complete data center scheduled maintenance**

Posting date: **9/24/2020**

End date: **12/4/2020**

Please be advised that our Facets, JIVA, provider portals, member portal and health plan website will be temporarily unavailable due to a planned maintenance event for these dates:

**Friday, November 6 at 6:00 p.m. until 2:00 p.m. Sunday, November 8, 2020**

and

**Friday, November 27 at 8:00 a.m. until 2:00 p.m. Sunday, November 29, 2020.**

To submit an authorization request during the scheduled maintenance, please call the Blue Cross Complete Interactive Voice Response at 1-888-312-5713 (option 2).

Please note that Facets, JIVA, provider portals, member portal and health plan website will be available up until and immediately after the above mentioned dates.

Thank you for your patience during this time.

If you have any questions, please contact your Blue Cross Complete provider account executive or Blue Cross Complete Provider Inquiry at 1-888-312-5713.