AmeriHealth
ADMINISTRATORS®

iEXCHANGE® ADMINISTRATIVE USER QUICK REFERENCE GUIDE

Getting Started

New Users	• **Contact the iEXCHANGE Help Desk at 1-888-444-4617** • **Administrative users will be created for your office/ facility and he/ she can create usernames for staff members to access iEXCHANGE**
Login information	• **Log-in screen can be added to favorites or a shortcut can be placed on your desktop** • **For registered NaviNet users for AmeriHealth Administrators and Independence Administrators, a link has been added within Navinet.** • **A Username, iEXCHANGE® ID, and password will need to be created for each user** • **iEXCHANGE® ID is a unique account number assigned for your provider and will stay the same for all payers** • **Passwords will be reset by the user every 30 days**
iEXCHANGE® transactions	• **Inpatient and Outpatient certification requests and extensions** • **Member Search** • **Provider Search** • **Treatment search and Treatment Update Search**
Member Search Capability	• **Name and Date of Birth search options available**
Provider Number/ Search Capability	• **Multiple provider searches available, including geographic and specialty searches**
Required Data	• **All fields should be completed for each transaction unless marked as "optional".** • **"Short Lists" can be created by the administrative users for commonly used diagnosis and procedure codes, as well as for provider ID numbers**
Support Information	• **iEXCHANGE Help Desk – 1-888-444-4617** • **MEDecision CCH Training Support Desk – 1-866-622-2630**

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Frequently Asked Questions

1- **What transactions are supported via iEXCHANGE®?**
   - Inpatient and Outpatient Certification and Extensions
   - Treatment Search
   - Provider Search
   - Member Search
   - Treatment Update Search

2- **What hardware is required to access iEXCHANGE®?**
   - The only hardware required is a PC (laptop or desktop) with an internet connection.

3- **If I receive a pended response via iEXCHANGE®, how will I be notified of a change in status?**
   - After you logon to iEXCHANGE® and select <u>AmeriHealth Administrators</u> or <u>Independence Administrators</u> as a payer, you will receive a Treatment Updates message. Clicking on this option will notify you when AmeriHealth Administrators has updated the status for any requests previously submitted via iEXCHANGE®.

4- **If the initial request was submitted manually, will I be able to view the case electronically by submitting a treatment search?**
   - Yes, you will be able to search for the case within iEXCHANGE®. However, you will be able to view cases only if you are associated with the case (i.e. you are listed as the facility, attending, or servicing provider).

5- **Can I submit inpatient requests on a Monday for patients that were admitted on Friday or over the weekend?**
   - Yes.

6- **Are there any character restrictions on the information that can be entered in the iEXCHANGE® Notes field?**
   - The following characters/ symbols are invalid and cannot be used: | ^ ~ [ ] { }
   - Additionally, please do not use non-English language characters in iEXCHANGE Notes or any other iEXCHANGE field. Use of characters such as Ñ will result in delayed processing of your request.

7- **Can information be printed from iEXCHANGE®?**
   - You can print any of the Web page screens you view by clicking on the Print button on your browser. The printed pages can then be retained for your records.

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Who Should I Call?

Problem	Provider Office/ Hospital iEXCHANGE® Administrative User	AmeriHealth Administrators	MEDecision
No username			
I am a new provider office and have not begun to use iEXCHANGE®		X	
My office/ hospital has iEXCHANGE®, but I am a new user	X		
Can't log on			
I forgot my password or log in	X		
I am the administrative user for my office and I forgot my password			X
I have entered my log in and password but I can't access the site			X
Re-training for my office			
New staff members have been hired and need to be trained		X	
There are new screen options in iEXCHANGE®			X
Questions about required fields			
Unable to complete the transaction because of missing information		X	
I need information added to my drop down lists	X		
Disagree with the response			
The patient says they are eligible but I am unable to locate them in iEXCHANGE®		X	
The patient says the service doesn't require pre-certification		X	

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