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# iEXCHANGE® USER MANUAL

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If you have questions or comments about this guide or experience problems using iEXCHANGE, please contact:

**iEXCHANGE Help Desk at AmeriHealth Administrators**  
**1-888-444-4617**

## iEXCHANGE® Features

### **Improve communication and collaboration.**

As a network provider with AmeriHealth Administrators and Independence Administrators, you can streamline the precertification process and effectively communicate online by using iEXCHANGE®, a HIPAA-compliant online solution offered by MEDecision, Inc.

### **With iEXCHANGE® you can:**

- Request inpatient and outpatient certification & extensions;
- Receive treatment updates;
- Perform searches for members, providers, and treatments.

### **Delegated security model**

Allows iEXCHANGE® system administrator to create and maintain user ids for the group and customize the drop down lists:

- Frequently used diagnosis list
- Frequently used procedure list
- Frequently used provider list

### iEXCHANGE® Features

#### **iEXCHANGE® benefits:**

Reduced time and expense associated with paper, telephone, and fax processes;  
Real-time responses for initial requests and extensions;  
Treatment updates when a request has been modified or status changed;  
Convenient access hours (6am-11pm EST);  
No cost to providers.

#### **iEXCHANGE® security:**

Please be aware that if there is no activity for 30 minutes during your iEXCHANGE® web session, you will be “timed out” of the product; that is your session will terminate automatically. You will receive the following message:

**“Your session has expired. Please login again.”**

You will be presented with a link that reads “Back to login”.

### Logging In

You can access iEXCHANGE from the below websites:

For AmeriHealth Administrators members:

- Go to <http://www.amerihealth-tpa.com/providers> and click on iEXCHANGE® Login

For Independence Administrators members:

- Go to <http://www.ibxtpa.com/providers> and click on iEXCHANGE® Login

*Please note, AmeriHealth Administrators provides health utilization management, case management, and other administrative services for Independence Administrators.*

Registered NaviNet users for AmeriHealth Administrators and Independence Administrators can access iEXCHANGE through a link added within NaviNet at <https://navinet.navimedix.com>

## Logging In

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 must be reset by the user every 30 days.

Click the Cancel button if you incorrectly enter any of the information, or you simply want to start again.

If you are unsure of how to proceed click HELP at the top of the page to open the iEXCHANGE® Web Help.

HELP  
Welcome Provider login Payer login

iEXCHANGE® | MEDecision

**Provider login**

User ID

iEXCHANGE ID

Password

Login Cancel

Select Provider login and enter your User ID, iEXCHANGE® ID and Password

## Logging In – Select a payer

Sponsored by **AmeriHealth**

HELP | PREFERENCES

Starting point Inpatient Other Referral Search

sys admin log out

**Select a payer**

Click once on the payer to which you want to submit a transaction and then click the Select button. You may need to scroll to find the payer you want.

**Select a task**

Available tasks (Inpatient, Other, Referral, or Search) appear above, to the right of the payer you select. Click the task you want to open the task page. Note that the available tasks may vary by payer.

**MEDecision news**

additional information when working with a particular payer.

[Go to MEDecision](#)

1. Click on the drop down arrow to display the list of payers

2. Select AmeriHealth Administrators or Independence Administrators and click Select

unless otherwise indicated on the member ID card. To obtain recertification for behavioral health services, please contact Magellan or the appropriate behavioral health management vendor.

## Inpatient Request

1. **Inpatient Request Entry** - all fields must be completed unless marked as “Optional”. Certain optional fields may be required by the payer, such as service procedures for surgical and maternity admissions, and contact information in the Additional Comments fields.

Additional comments can be provided or cut/copied and pasted using the free text boxes at the bottom of the **Inpatient Request Entry** page. Please do not use the following characters: | ^ ~ [ ] { } in the fields. 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.

2. **Inpatient Request Preview** – evaluates the information entered and provides the expected status of the case and provides the opportunity to add or edit information prior to submission.
3. **Inpatient Request Confirmation** – provides the overall case status, including the Case ID, along with the status of each individual requested service and LOS.



## Inpatient Request Entry – Starting Point

Sponsored by  
**AmeriHealth**  
ADMINISTRATORS

HELP | PREFERENCES

Other Referral

System Admin log out  
Search

**Starting point**  
Payer selected:  
**AmeriHealth**  
**Administrators**

**Inpatient**  
New Inpatient Request  
Extend Inpatient

**Inpatient instructions**  
Use this page to select the inpatient transaction you wish to perform. If you wish to submit a new inpatient request, a new inpatient notification or an inpatient request extension.

▶ **New Inpatient Request**  
Click the **New Inpatient Request** link, above. A blank Inpatient request entry page appears. You can add a member ID and all request information for this member.

▶ **Extend Inpatient**  
Click the **Extend Inpatient** link above. You must use the Treatment search functionality to search for the inpatient treatment you wish to extend. Depending on the payer you have selected, you will be able to submit an Inpatient request extension or an Inpatient notification extension.

**A Note before you begin:** if you selected the wrong payer (you want to submit this request to a different payer) click the **Starting point** link above, to return to the Starting point page and select the correct payer.

**1. Click on Inpatient**  
**2. Select New Inpatient Request**

## Inpatient Request Entry – Member ID

The screenshot shows the 'Inpatient request entry' section of the iEXCHANGE system. At the top, there are navigation tabs: 'Starting point', 'Inpatient', 'Other', 'Referral', and 'Search'. The 'Inpatient' tab is selected, and a sub-menu shows 'New Inpatient Request' and 'Extend Inpatient'. Below this is the 'Inpatient request entry' header with instructions: 'Once you enter the General information and Services information click Next step'. A 'Member search' button is visible next to a text input field for the Member ID.

**1 General information**  
Use the General information section to record the member ID (click Member ID).

**Notification date** 08/18/2009 (mm/dd/yyyy)  
**Member ID** Enter or Search for ID

**Search by member ID**  
The Member ID field is mandatory. The Date of birth and First name fields are optional. You may be instructed to value the Date of birth and/or First name field(s) if the member search you perform returns more than one member record matching the search criteria you entered.

**Search by last name/date of birth**  
When you search by last name/date of birth, you must value the Last name and Date of birth fields. The First name field is optional. You may be instructed to value the First name field if the Last name and Date of birth you have entered matches more than one member record.

**A Member ID search**  
Member ID: Enter the ID of an individual member  
Date of birth (optional): Enter the member's date of birth  
First name (optional): Enter the first name of the member  
Buttons: Submit search, Clear form, Cancel

**B Last name/date of birth search**  
Last name: Enter the last name of the member  
Date of birth: Enter the member's date of birth  
First name (optional): Enter the first name of the member  
Buttons: Submit search, Clear form, Cancel

**Callouts:**  
- 'You must select Member search to retrieve the Patient's ID.' (points to the Member search button)  
- 'Search using:  
1. Member family ID (no alpha characters) and Date of birth or first name  
OR  
2. Member's last name and date of birth or first name' (points to the search options)

Inpatient Request Entry – Member ID (cont.)

**Member search result**  
 Use this page to **Select** a specific member from a subscriber group. Click **View details** to see individual member records. Click **New search** if you would like to search for a different member.

|   | Member ID   | Member name   | Date of Birth | Relation |
|---|-------------|---------------|---------------|----------|
| <input type="button" value="Select"/> <a href="#">View details</a><br><a href="#">View existing cases</a> | 01234567-02 | PATIENT, JOAN | 02/01/1967    | Spouse   |

1. Click on View existing cases to review previously submitted requests and avoid potential duplicates
2. Click on Select to return to the Request Entry screen

## Inpatient Request Entry – Submitting and Facility Provider ID

Sponsored by **AmeriHealth ADMINISTRATORS** | iEXCHANGE | MEDecision™ | Pat Lake log out

Starting point: **Inpatient** | Other | Referral | Search

Payer selected: **AmeriHealth Administrators**

**Inpatient request entry**  
Once you enter the General information and Services information click **Next**. iEXCHANGE evaluates your inpatient request and displays the Inpatient request page.

**1 General information**  
Use the General information section to record the member ID (click Member search to verify eligibility), providers (submitting and servicing), as well as diagnostic information.

Notification date: 12 / 02 / 2009 (mm/dd/yyyy)

Member ID: 999999999

Submitting provider: physician name

Facility: 1111

The Submitting provider and Facility fields can be saved as favorites by administrative users—eliminating additional keystrokes or searches.

Treatment setting: Inpatient

Is this a surgical admission?: No

Admit date: 09 / 01 / 2009 (mm/dd/yyyy)

Is this an emergency?: No

Click on Drop Down Arrows to fill in required fields

For maternity pre-notification, use the estimated date of confinement for the admit date

## Inpatient Request Entry – Diagnosis Code

setting

Is this a surgical admission?

Admit date  /  /  (mm/dd/yyyy)

Is this an emergency?

---

**Primary diagnosis**  
Enter Diagnosis code or Select from Short list

**Secondary diagnosis optional**

**Secondary diagnosis optional**

Enter the Primary and secondary diagnosis codes or click Diagnosis Search to find code(s) using a description. For maternity admissions use "650" for vaginal delivery or "669.7" for cesarean section.

### Diagnosis Encoder

Use this page to convert the diagnosis from English to the appropriate code. First select either the diagnosis description or the diagnosis code. Then click **Encode**.

**1** Choose a category to encode by (A or B) or select a diagnosis from the short list (C) →

**A** Convert diagnosis description to code

Description  
Enter the diagnosis description

Enter text and click Encode to convert to code

Encode by (A) Diagnosis Description or (B) Diagnosis Code. Enter the appropriate values for the selected category. Click **Encode** to convert the description to a

## Inpatient Request Entry – Diagnosis code (cont.)

### Encoder Results

This page lists the diagnoses meeting your search criteria. Click the **Select** button next to the diagnosis you want. Use the **previous** and **next** links to view the prior or next set of diagnoses meeting your search criteria.

Diagnosis: chf

|                                       | Diagnosis                                     |
|---------------------------------------|---|
| <input type="button" value="Select"/> | HEART FAILURE, UNSPECIFIED                    |
| <input type="button" value="Select"/> | CONGESTIVE HEART FAILURE, UNSPECIFIED         |
| <input type="button" value="Select"/> | LEFT HEART FAILURE                            |
| <input type="button" value="Select"/> | SYSTOLIC HEART FAILURE                        |
| <input type="button" value="Select"/> | DIASTOLIC HEART FAILURE                       |
| <input type="button" value="Select"/> | COMBINED SYSTOLIC AND DIASTOLIC HEART FAILURE |

Select the appropriate description

### Encoder Results

Click **Yes** to add the diagnosis code to the list.

Code: 428.9

HEART FAILURE, UNSPECIFIED

Do you want to add this diagnosis to the list?

Click Yes to add the code to your request

## Inpatient Request Entry – Requested length of stay

**Diagnoses**

|        | Diagnosis code | Diagnosis description      | Primary                          |
|--------|----------------|----------------------------|----------------------------------|
| Delete | 428.9          | HEART FAILURE, UNSPECIFIED | <input checked="" type="radio"/> |

Click Save to return to the Request screen

.....

**Primary diagnosis**

Enter Diagnosis code or Select from Short list

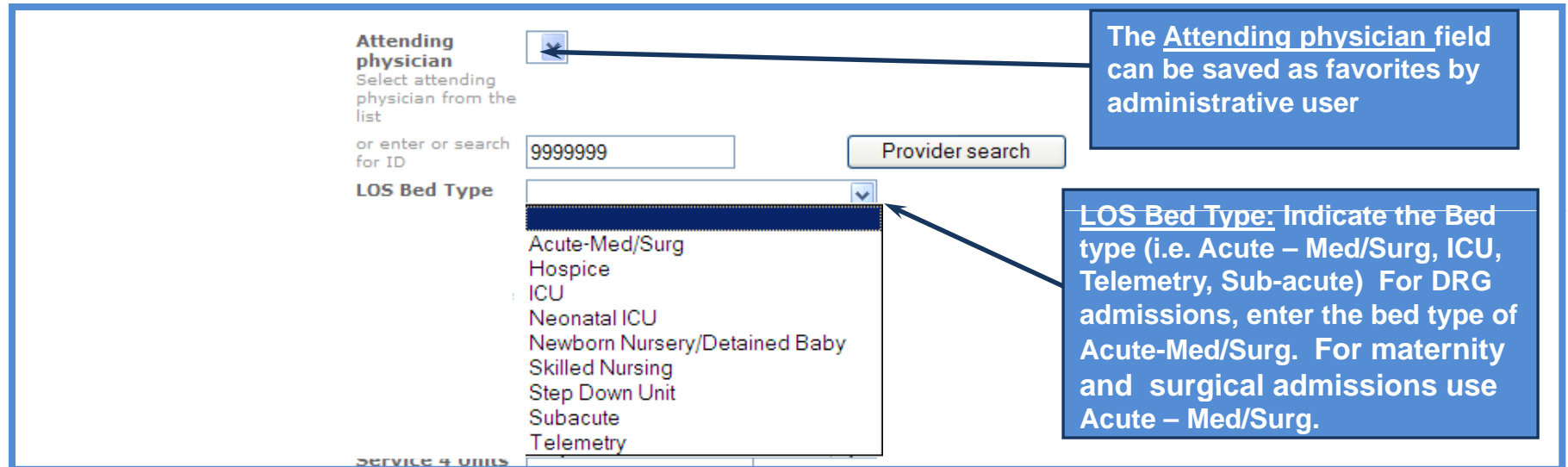
**Secondary diagnosis optional**

**Secondary diagnosis optional**

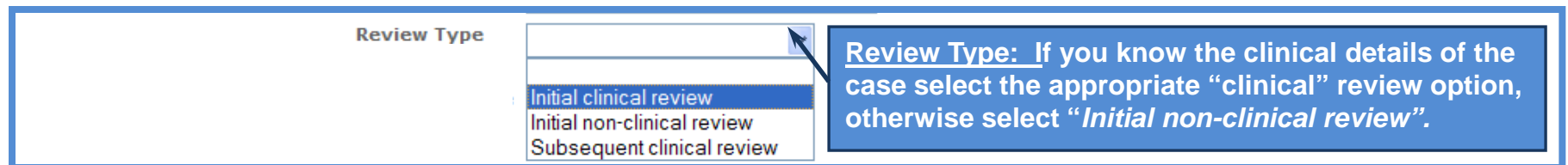
**Requested length of stay**

**Requested length of stay (LOS):**  
 If the admission is a DRG admission, enter 1 for the length of stay, otherwise, enter the number of requested days. For maternity pre-notification enter 2 days for vaginal delivery or 4 days for Cesarean section

## Inpatient Request Entry – LOS Bed Type and Review Type



The screenshot shows the 'Attending physician' field with a dropdown arrow and the instruction 'Select attending physician from the list'. Below it is a search box containing '9999999' and a 'Provider search' button. The 'LOS Bed Type' dropdown menu is open, showing options: Acute-Med/Surg, Hospice, ICU, Neonatal ICU, Newborn Nursery/Detained Baby, Skilled Nursing, Step Down Unit, Subacute, and Telemetry. A blue callout box points to the dropdown arrow with the text: 'The Attending physician field can be saved as favorites by administrative user'. Another blue callout box points to the dropdown menu with the text: 'LOS Bed Type: Indicate the Bed type (i.e. Acute – Med/Surg, ICU, Telemetry, Sub-acute) For DRG admissions, enter the bed type of Acute-Med/Surg. For maternity and surgical admissions use Acute – Med/Surg.'



The screenshot shows the 'Review Type' dropdown menu with three options: 'Initial clinical review', 'Initial non-clinical review', and 'Subsequent clinical review'. A blue callout box points to the dropdown menu with the text: 'Review Type: If you know the clinical details of the case select the appropriate “clinical” review option, otherwise select “*Initial non-clinical review*”.'



## Inpatient Request Entry – Inpatient Treatment Type and Procedure Code

**Inpatient Treatment type**

- Hospice
- Long Term Acute Care
- Medical
- Neonatal
- Obstetrics
- Rehab
- Skilled Nursing
- Subacute
- Surgical
- Transplant

**Inpatient Treatment type:** Enter the type of admission (i.e. Medical, Surgical, Obstetrics, Neonatal, skilled Nursing)

**2 Services information**

If necessary, record the principal procedure and any additional procedural information. Enter the exact code or select the procedure from the list and scheduled date for the service.

**Principal Service (optional)**

Procedure

Enter Procedure code or Select from Short list

**Scheduled date**  /  /  (mm/dd/yyyy)

**Servicing provider**

Enter or Search for ID

**For maternity and surgical admissions** always provide the procedure(s). Up to 5 procedure codes can be added by entering the codes, using a drop down list OR search by description by clicking Procedure search.

**For maternity delivery**, use “59400” for vaginal delivery and “59510” for cesarean section.

*NOTE: when requesting multiple units for a procedure the procedure code, scheduled date and servicing provider must be entered separately for each unit*

## Inpatient Request Entry – Additional Comments

**Additional Comments (optional)**

**iEXCHANGE Contact Information**  
Your name and phone number

**iEXCHANGE Clinical Information**  
Dyspnea, O2 sat <89%. Resp 26  
Bronchodilators q4h: name of drug  
IV Solumedrol, dosage, q6h.

**iEXCHANGE Additional Comments**  
Direct adm. from SNF: (name)

**Contact Information**  
Number where Patient Care Management can reach you with any questions.

**Clinical Information**  
Patient symptoms and treatment plan

**Additional Comments**  
Information relevant to this notification

Note: It is possible to "copy and paste" in these fields.

Click **Next step** to continue

Next step Cancel

## Inpatient Request Preview – Expected Status and questionnaires

**Preview Page will display the expected status of the case. NOTE: a status of “Authorized” in this field does not mean all services and LOS requested are approved.**

**Refer to the LOS and Service status to determine the individual status of services and requested LOS.**

**Inpatient request preview**

Review your inpatient request information here. If everything is correct, click the **Submit** button to save your request and open the Inpatient request confirmation page. If you need to make any changes, scroll down to the correct section or click **Edit** to make necessary modifications.

The status of this inpatient request was current when you clicked Next step. The status may change when you click **Submit** if eligibility or other data changes. The case and inpatient request reference numbers will be assigned when you click **Submit**.

Joan Patient Case status will be — **Authorized**

**Inpatient request information**

**Principal service** Edit

|                    |   |
|--------------------|---|
| Procedure          | ROUTINE OBSTETRIC CARE INCLUDING ANTEPARTUM CARE, VAGINAL DELIVERY (WITH OR WITHOUT - 59400 |
| Servicing Provider | J2/751  |
| MCU ID             |   |

**Additional Authorization Questions!**

Complete the following Questionnaire forms to add additional data to your inpatient request. Please note that (!) indicates questionnaires that can affect the request status — if you complete the questionnaire you may receive an approval.

| Description   |
|---|
| <div style="display: flex; align-items: center; margin-bottom: 5px;"> <span style="background-color: orange; color: white; padding: 2px 5px; margin-right: 5px;">!</span> <input type="checkbox"/> </div> <div style="display: flex; align-items: center; margin-bottom: 5px;"> <input checked="" type="checkbox"/> Accessed                             <span style="margin-left: 20px;"><span style="background-color: orange; color: white; padding: 2px 5px;">!</span> Affects status</span> </div> |

**If questionnaires are available, links will be available in this box which will allow you to provide additional clinical information which could change the expected status of your case to Approved**

## Inpatient Request Preview – Submit request

**1** **General information**


Use this section to edit any General information including the member ID (click Member search to verify eligibility), providers (submitting), facility, treatment setting, admit date and any diagnostic information.

|                               |  |  |                                       |
|-------------------------------|--|--|---------------------------------------|
| Notification date             | 12/08/2009 (mm/dd/yyyy)  | <input type="button" value="Preview changes"/> | <input type="button" value="Cancel"/> |
| Member ID                     | <input type="text" value="01234567-01"/>   | <input type="button" value="Member search"/>   |                                       |
| Submitting provider           | <input type="text" value="Kildare, John - A12345"/>  |  |                                       |
| Facility                      | <input type="text" value="Crozer/ Taylor/ Springfield - Inpatient - 0047"/>  | <input type="button" value="Facility search"/> |                                       |
|                               | <input type="text" value="0047"/>  |  |                                       |
| Treatment setting             | <input type="text" value="Inpatient"/>   |  |                                       |
| Is this a surgical admission? | <input type="text" value="Yes"/>   |  |                                       |
| Admit date                    | <input type="text" value="01"/> / <input type="text" value="11"/> / <input type="text" value="2010"/> (mm/dd/yyyy) |  |                                       |
| Is this an emergency?         | <input type="text" value="No"/>  |  |                                       |

If you would like to change any of the information entered on the previous screen, you can edit information on the preview screen and click Preview changes to update your request

|                                       |  |                                       |   |
|---------------------------------------|--|---------------------------------------|---|
| <input type="button" value="Submit"/> | <input type="button" value="Preview changes"/> | <input type="button" value="Cancel"/> | Click <u>Submit</u> to complete the request |
|---------------------------------------|--|---------------------------------------|---|

## Inpatient Request Confirmation

 [Print friendly version](#)

### Inpatient request confirmation

This page contains inpatient request information including the case ID and status (authorized or pend), the member's name and ID, as well as service information. Additional provider information also appears. When you clicked the Submit button, iEXCHANGE re-evaluated the data that appeared in the Preview. The inpatient status may have changed if eligibility or other data changed in the interim.

Patient **Joan** Case ID — **1091212121** Status — **Authorized**

**Authorize**  
Case Reference # — **091212121L00001**

#### General member information

**Patient, Joan**  
Member name  
Member ID **55555555-02**  
Date of birth  
Age **9**  
Group ID  
Group name  
Subscriber ID  
Subscriber name **Patient, John**  
Relationship **Dependent**

#### Principal Service

Procedure **AUTHORIZE APPENDECTOMY; FOR RUPTURED  
TRENDS WITH ABSCESS OR GENERALIZED  
PERITONI - 44960**

Servicing provider  
Servicing provider NPI  
Servicing provider MCO  
ID

#### Service 2

Procedure **PEND - OFFICE OR OTHER OUTPATIENT VISIT FOR  
THE EVALUATION AND MANAGEMENT OF AN ESTA -  
99213**

Servicing provider  
Servicing provider NPI  
Servicing provider MCO  
ID

Submitting provider **Physician, Name**  
Submitting provider NPI **B7474**  
Submitting provider MCO ID

LOS status **Authorize**  
LOS ID **092100002L00001**  
Admit date **07/29/2009**  
To date **07/30/2009**  
LOS days **1**  
Treatment setting description **Inpatient**

Click the **Printer Friendly** button to print a copy of your request

Confirmation screen provides the overall Case status.

NOTE: a status of “Authorized” in this field does not mean all services and LOS requested are approved.

Refer to the LOS and Service status to determine the individual

Service(s) Status: Status of requested services are listed individually with the service description

LOS Status: Status of requested LOS

## Outpatient (Other) Request

1. **Outpatient Request Entry** - all fields must be completed unless marked as “Optional”  
Certain optional fields may be required by the payer, such as contact information in the Additional Comments fields.

Additional comments can be provided or cut/copied and pasted using the free text boxes at the bottom of the **Inpatient Request Entry** page. Please do not use the following characters: | ^ ~ [ ] { } in the fields. 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.

2. **Outpatient Request Preview** – evaluates the information entered and provides the expected status of the case and provides the opportunity to add or edit information prior to submission
3. **Outpatient Request Confirmation** – provides the overall case status, including the Case ID, along with the status of each individual requested service and LOS

## Outpatient (Other) Request Entry

The screenshot displays the iEXCHANGE user interface. At the top, there are navigation links: HELP | PREFERENCES, System Admin, and log out. Below these are several menu items: Starting point, Inpatient, Other, Referral, and Search. The 'Other' menu is expanded, showing 'New Other Request' and 'Extend Other'. A blue callout box with two steps is overlaid on the right side of the page:

1. Click on Other
2. Select New Other Request

The 'Other instructions' section contains the following text:

Use this page to select the other transaction you wish to perform. Depending on the payer you have selected, you can choose to submit a new other request extension, a new other notification or an other notification extension.

**New Other Request**

Click the **New Other Request** link, above. A blank Other request entry page appears. You can add a member ID and all request information for this member.

**Extend Other**

Click the **Extend Other** link above. You must use the Treatment search functionality to search for the other treatment you wish to extend. Depending on the payer you have selected, you will be able to submit an Other request extension or an Other notification extension.

## Outpatient (Other) Request Entry – Member ID

HELP | PREFERENCES System Admin [log out](#)

Starting point **Inpatient** **Other** Referral Search

Payer selected: **AmeriHealth Administrators**

▶ New Other Request  
Extend Other

**Other request entry**  
Once you enter the General information and Services information click **Next step**. iEXCHANGE evaluates your other request and displays the Other request preview.

**1 General information**

Use the General information section to record the member ID (click Member Search for ID)

Notification date 09/30/2009 (mm/dd/yyyy)

Member ID

Member search

You must select Member search to retrieve the Patient's ID.

**Search by member ID** →

The Member ID field is mandatory. The Date of birth and First name fields are optional. You may be instructed to value the Date of birth and/or First name field(s) if the member search you perform returns more than one member record matching the search criteria you entered.

**Search by last name/date of birth** →

When you search by last name/date of birth, you must value the Last name and Date of birth fields. The First name field is optional. You may be instructed to value the First name field if the Last name and Date of birth you have entered matches more than one member record.

**A Member ID search**

Member ID  
Enter the ID of an individual member

Date of birth (optional)  
Enter the member's date of birth

First name (optional)  
Enter the first name of the member

Submit search Clear form Cancel

**B Last name/date of birth search**

Last name  
Enter the last name of the member

Date of birth  
Enter the member's date of birth

First name (optional)  
Enter the first name of the member

Submit search Clear form Cancel

Search using:

1. Member family ID (no alpha characters) and Date of birth or first name
- OR
2. Member's last name and date of birth or first name



Outpatient (Other) Request Entry – Member ID (cont.)

### Member search result

Use this page to **Select** a specific member from a subscriber group. Click **View details** to see individual member records. Click **New search** if you would different member.

|  | Member ID   | Member name   | Da<br>Bir |
|--|-------------|---------------|-----------|
| <div style="border: 1px solid gray; padding: 2px; display: inline-block;">Select</div> <a href="#">View details</a><br><a href="#">View existing cases</a> | 01234567-02 | PATIENT, JOAN | 02        |

New search

Cancel

1. Click on View existing cases to review previously-submitted requests and avoid potential duplicates
2. Click on Select to return to the Request Entry screen

## Outpatient (Other) Request Entry – Submitting Provider & Treatment Setting

**1 General information**

Use the General information section to record the member ID (click Member search to verify eligibility), submitting provider as well as diagnostic information.

**Other request entry**  
Once you enter the General information and Services information click Member search. iEXCHANGE evaluates your other request and displays the Other request entry.

**Notification date** 09/30/2009 (mm/dd/yyyy)

**Member ID** 1234567-01  
Enter or Search for ID

**Submitting provider** Farris, Jackson - Z19031

Member search

The Submitting provider field will be valued by administrative users—eliminating additional keystrokes or searches.

**Treatment Setting** Outpatient Facility

**Is this an emergency?** No

Click on Drop Down Arrows to fill in required fields

## Outpatient (Other) Request Entry – Diagnosis code

The screenshot displays two versions of the 'Outpatient (Other) Request Entry – Diagnosis code' form. The top version shows a dropdown menu for the primary diagnosis with options like 'Back Pain - 724.5' and 'Diabetes - 250.0'. The bottom version shows a 'Diagnosis search' button. A blue callout box on the right provides instructions on how to enter the diagnosis code.

**Primary diagnosis**    
Enter Diagnosis code or Select from Short list

**Secondary diagnosis 2**    
optional

**Secondary diagnosis 3**    
optional

**Primary diagnosis**    
Enter Diagnosis code or Select from Short list

**Secondary diagnosis 2**    
optional

**Secondary diagnosis 3**    
optional

**Diagnosis search**

Enter Primary and secondary diagnosis codes by enter the code,  
or  
selecting Frequently Used Diagnosis from the drop down list  
OR  
Select Diagnosis search to search by code or description

## Outpatient (Other) Request Entry – Attending physician & Review Type

**Attending physician**  
Select attending physician from the list  
or enter or search for ID

Name B74747  
Name 2 C12121

Select Attending physician from the drop down list created by administrative users or search by name by clicking on Provider search

Provider search

**Review Type**  
**Other Treatment type**

Initial clinical review  
Initial non-clinical review  
Subsequent clinical review

**Review Type:** If you know the clinical details of the case select the appropriate “clinical” review option, otherwise select “*Initial non-clinical review*”.

**2 Services information**

Enter or select the principal procedure code, and any additional secondary procedures. Enter the servicing provider, the number of requested units/visits as well as the start and end dates for each procedure.

**Other Treatment type**

Chiropractic  
Diagnostic Procedure  
Durable Medical Equipment  
Home Care  
Hospice  
Medical  
Obstetrics  
Orthotic/Prosthetic  
Surgical  
Therapy  
Transplant  
Transport

**Principal Ser**

**Procedure**  
Enter Procedure code or Select from Short list

**Servicing provider**  
Select servicing provider from the

**Other Treatment type:** Enter the type of treatment (i.e. Medical, Surgical, Diagnostic Procedure, Home Care, Durable Medical Equipment)

## Outpatient (Other) Request Entry – Procedure Code

2

Services information

Enter or select the principal procedure code, and any additional secondary procedures. Enter the servicing provider, the number of requested units/visits as well as the start and end dates for each procedure.

**Principal Service**

**Procedure**  
Enter Procedure code or Select from Short list

97110      Physical Therapy - 97110

Procedure search

**Servicing provider**  
Select servicing provider from the list

Physician name

or enter or search for ID      B74747      Provider search

**Unit(s)**      3

**Start date**      01 / 01 / 2010 (mm/dd/yyyy)

**End date**      01 / 31 / 2010 (mm/dd/yyyy)

**Purchase/Rent**      [dropdown]

Up to 5 procedure codes can be added by entering the codes, using a drop down list OR search by description by clicking Procedure search.

Servicing provider, Units and the Start/ End date must be added for each procedure code

## Outpatient (Other) Request Entry – Additional Comments

**Additional Comments (optional)**

iEXCHANGE Contact Information  
John Smith, 215-555-1212

iEXCHANGE Clinical Information  
provide additional clinical information

iEXCHANGE Additional Comments  
add notes

Next step Cancel

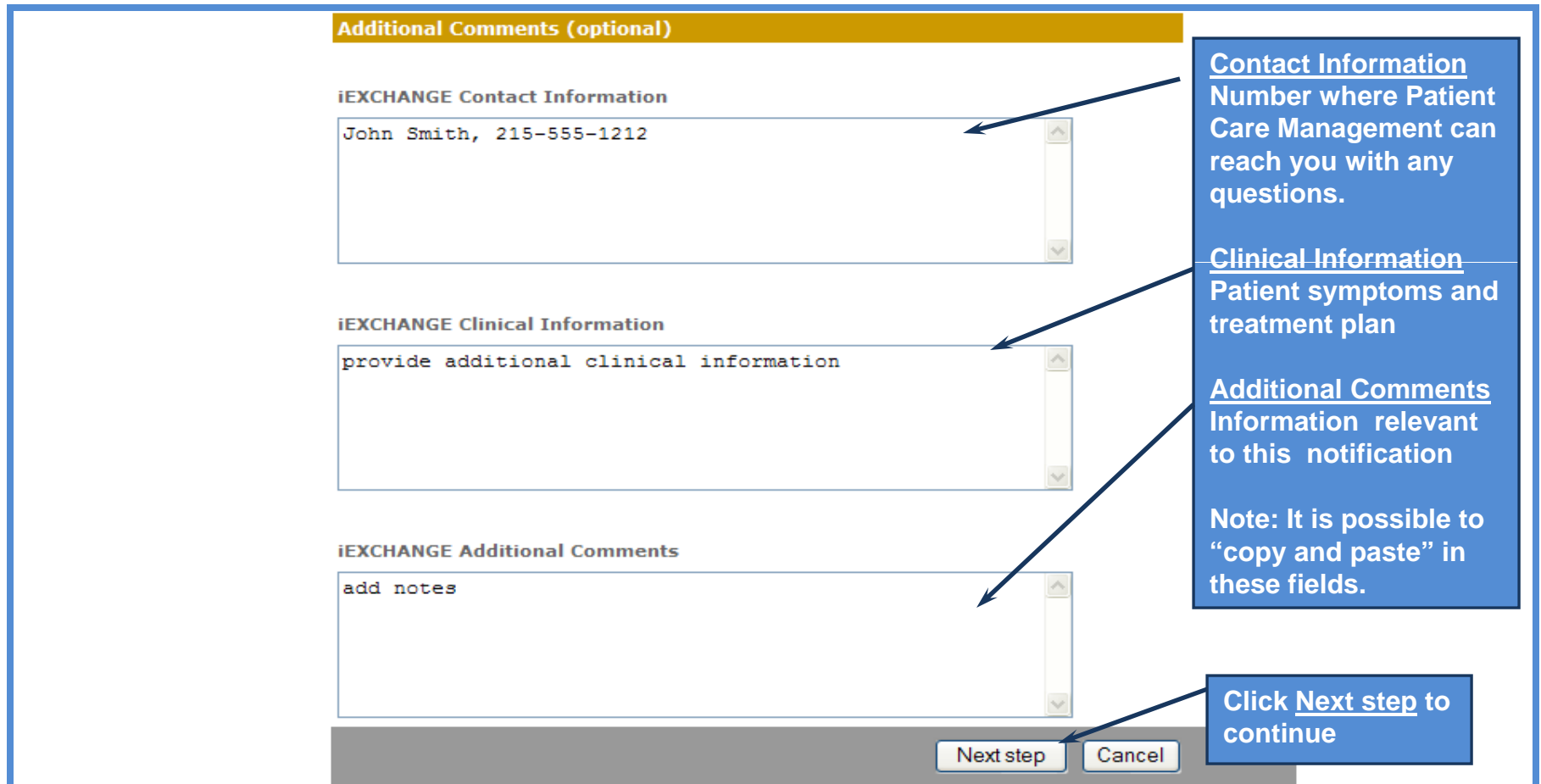
**Contact Information**  
Number where Patient Care Management can reach you with any questions.

**Clinical Information**  
Patient symptoms and treatment plan

**Additional Comments**  
Information relevant to this notification

Note: It is possible to “copy and paste” in these fields.

Click **Next step** to continue



## Outpatient (Other) Request Preview – Expected Status and questionnaires

**Other request preview**  
Review your other request information here. If everything is correct, click the **Submit** button to save your request and open the Other request confirmation page. To make any changes, scroll down to the correct section or click **Edit** to make necessary modifications.

The status of this other request was current when you clicked **Next**. Next status may change when you click **Submit** if eligibility or other data changes in interim. The case and other request reference numbers will be assigned when you click **Submit**.

PATIENT, JOAN Case status will be — **Authorized**

**Other request information** Edit

**Principal service —**  
**Status — Authorize**

|                           |  |       |
|---------------------------|--|-------|
| Procedure                 | ARTHROSCOPY, KNEE, SURGICAL; WITH MENISCECTOMY (MEDIAL AND LATERAL, INCLUDING ANY ME - 29880 |       |
| Unit(s)                   | 1  |       |
| Start date                | 12/29/2009   |       |
| End date                  | 12/29/2009   |       |
| <b>Servicing provider</b> |  |       |
|                           | Kildare, John  |       |
| MCO ID                    | A12345   |       |
| Address 1                 | 1  | TREET |
| Address 2                 |  |       |
| City                      | ALTOONA  |       |
| State                     | PA   |       |
| Zip code                  | 166025464  |       |
| Specialty                 | Internal Medicine  |       |
| Type                      |  |       |

**Additional Authorization**

Complete the following information to add additional data to your other request. Please note that (!) indicates a questionnaire that may affect the request status — if you complete a questionnaire you may be able to change the status of your request from pending to an approval status.

| Description |
|-------------|
| !           |
| !           |
| !           |
| !           |

Accessed

**Callout 1:** Preview Page will display the expected status of the case. NOTE: a status of "Authorized" in this field does not mean all services are approved. Refer to each individual service status to determine the status of each service requested.

**Callout 2:** If questionnaires are available, links will be available in this box which will allow you to provide additional clinical information which could change the expected status of your case to Approved

## Outpatient (Other) Request Preview – Submit Request

1 **General information**

Use this section to edit any General information fields. You can continue to the Service fields, or click the **Preview changes** button to re-evaluate your updated request.

**Notification date** 12/08/2009 (mm/dd/yyyy)

**Member ID** 01234567-02

**Submitting provider** Thomas Jefferson University - 0082

**Treatment Setting** Outpatient Facility

**Is this an emergency?** No

**Primary diagnosis** 717.8

**Secondary diagnosis 2** optional

**Secondary diagnosis 3** optional

**Attending physician** Jenkins, Benjamin - J11336

or enter or search for ID

**Review Type** Initial non-clinical review

**Other Treatment type** Surgical

If you would like to change any of the information entered on the previous screen, you can edit information on the preview screen and click Preview changes to update your request

Click Submit to complete the request



## Outpatient (Other) Request Confirmation

The screenshot shows the 'Other request confirmation' screen. At the top, there are tabs for 'Starting point', 'Inpatient', 'Other', 'Referral', and 'Search'. The 'Other' tab is active, showing a 'New Other Request' button and an 'Extend Other' button. Below the tabs, there is a 'Payer selected: Independence Administrators' and a 'Print friendly version' link. The main content area is titled 'Other request confirmation' and contains a yellow box with instructions: 'This page contains other request information including the (authorized or pend), the member's name and ID, and service description, service dates, units/visits and additional provider information also appears. When you clicked the Submit button, iEXCHANGE re-evaluated the request. The request status may have changed if eligible for the interim.' Below this, the patient information is displayed: 'PATIENT, JOAN' and 'Case ID - 0093420002'. The status is 'Status - Authorized'. A 'Service information' section follows, with 'Case Reference # - 093420003S01001' and 'Status - Authorize'. The procedure is 'ARTHROSCOPY, KNEE, SURGICAL; WITH MENISCECTOMY (MEDIAL ANTERIOR CORN) ANY ME - 29880'. Other details include 'Unit(s): 1', 'Start date: 12/29/2009', 'End date: 12/29/2009', 'Servicing provider MCO ID: A12345', and 'Servicing provider name: Kildare, John'. The 'Diagnosis information' section shows 'Primary diagnosis: 717.8 - THIS IS AN INVALID ICD-9-CM CODE, 4TH/5TH DIGITS REQUIRED OTHER INTERNAL DERANGEMENT'. The 'Treatment information' section shows 'Treatment Setting Description: Outpatient Facility', 'Notification date: 12/08/2009', and 'Review Type: Initial non-clinical review'. Three callout boxes provide additional information: one points to the 'Print friendly version' link, another points to the 'Status - Authorized' field, and a third points to the 'Status - Authorize' field in the service information section.

**Click the Printer Friendly button to print a copy of your request**

**Confirmation screen provides the overall Case status.**

**NOTE: a status of "Authorized" in this field does not mean all services are approved if multiple services have been entered.**

**Refer to the Service status to determine the individual status of each service requested.**

**Status of each Requested Service are listed as well**

## **Treatment Updates**

Treatment Update functionality notifies you when AmeriHealth Administrators (AHA) or another provider has created or modified a Request. Categories of Treatment Updates include:

### **Updates from MCO:**

Informs you of changes made by AHA to requests submitted by a provider in your group. You can receive Updates from MCO when:

- AHA has modified the status of a treatment from Pend to Approved, Pend to Denied, Approved to Pend or Approved to Denied.
- AHA has added comments to a Request or Notification submitted by a provider in your group.

### **Updates for PCPs (Primary Care Physicians):**

Generated for Primary Care Physicians in your group when treatments have been added or extended for their patients. Updates for PCPs are designed to keep Primary Care Physicians informed of treatments initiated by other providers on behalf of the PCPs patients.

### **New or Updated Treatments:**

Informs you of new or extended treatments added by a specialist or AHA with which your Facility, or a Provider in your group, is directly involved. For example, when a treatment is added and your Facility or a Provider in your group is listed as the facility, attending physician, or servicing provider, you will receive a Treatment Update.

## Treatment Updates

HELP | PREFERENCES System Admin [log out](#)

Starting point | **Inpatient** | Other | Referral | Search

Payer selected:  
**AmeriHealth Administrators**

**Treatment updates**

Select a link below to view treatment updates for the past 4 days

- [View updates from MCO](#)
- [View updates for PCPs](#)
- [View new or updated treatments](#)

**MEDecision news**

**Announcement**

Monthly maintenance on iEXCHANGE® Web is complete.

[Go to MEDecision](#)

**Select a task**  
Available tasks (Inpatient, Other, Referral, or Search)

After you have selected a Payer, the Treatment updates notification will appear on the *iEXCHANGE starting point page*.

**Note:** A Treatment Update is considered "new" when:

- the Treatment Update has been generated within the "past 4 days".
- the Treatment Update has not been designated as having been viewed by anyone in your provider group.

If there are no Treatment Updates for your group in a category, you will not receive a link for that category

## Treatment Updates – View updates from MCO

**Updates from MCO** are sorted alphabetically by member's last name

**Treatment update summary**  
 This page provides a summary of treatment updates for a selected group. Click View to view details for a specific update. Click Remove marked items from current view to remove one or more updates from the current view. Updates that have been marked as viewed will no longer appear on this page. Updates that have been marked as viewed will no longer appear on the iEXCHANGE starting point page.

Click the **Remove marked items from current view** link to remove the individual Treatment Updates you have "checked" in the Viewed indicator column and mark them as viewed. Treatment Updates that have been marked as viewed are no longer be considered new and are not displayed on the *Treatment update summary* page when accessed from the *iEXCHANGE starting point* page (They are still accessible through Treatment Update Search).

**Remove marked items from current view**

**Updates for member: PATIENT, JOAN - 01234567-02**

| Update summary   | Submitting Provider | Case ID    | Service                                  | Primary diagnosis                                 | dates                   | Last request status/reason | Confirmed treatment end date |
|--|---------------------|------------|--|---|-------------------------|----------------------------|------------------------------|
| <input checked="" type="checkbox"/><br>Status changed to approved on: 12/07/2009<br><a href="#">View details</a> | Kildare, John       | I093410002 | Inpatient request - LOS - Length of Stay | 724.5 - BACKACHE, UNSPECIFIED                     | 01/05/2010 - 01/07/2010 | Authorize/Approved by PCM  |                              |
| <input type="checkbox"/><br>Status changed to approved   | Kildare, John       | I093410002 | Inpatient request - LOS - Length of Stay | 630.00 - LAF (HEMILAN WITH DEC OF NERVE INCLUDING |                         |                            |                              |

**Remove marked items from current view**

Click **View details** if you wish to view additional information

**Update Summary** Column indicates whether the Treatment Update was generated because the Request/Notification status was changed to Approved, Pend or Denied or because comments were added to the Request/Notification. Additionally, the date the Treatment Update was generated appears in this column.

## Treatment Updates – View updates for PCPs

Updates for PCPs are sorted alphabetically by PCP physician and then alphabetically by member name

Click the Remove marked items from current view link to remove the individual Treatment Updates you have "checked" in the Viewed indicator column and mark them as viewed. Treatment Updates that have been marked as viewed are no longer be considered new and are not displayed on the *Treatment update summary page* when accessed from the *iEXCHANGE starting point page* (They are still accessible through Treatment Update Search).

[Remove marked items from current view](#)

Updates for Facility/Service Provider: Welby, Marcus

Member: PATIENT, JOAN - 01234567-02

| <input checked="" type="checkbox"/> | Update summary   | Facility/Service Provider | Case ID    | Service  | Primary diagnosis             | Treatment dates         | Last request status/reason | Confirmed treatment end date |
|-------------------------------------|--|---------------------------|------------|--|-------------------------------|-------------------------|----------------------------|------------------------------|
| <input type="checkbox"/>            | Treatment was added on: 12/07/2009<br><a href="#">View details</a> | Welby, Marcus             | 1093410002 | Inpatient request - 63030 - LAMINOTOMY (HEMILAMINECTOMY), WITH DECOMPRESSION OF NERVE ROOT(S), INCLUDING PARTIAL | 724.5 - BACKACHE, UNSPECIFIED | 01/05/2010 - 01/05/2010 | Authorize/Approved by PCM  |                              |

Update Summary Column indicates why the Treatment Update was generated (new treatment added or existing treatment extended). Additionally, the date the Treatment Update was generated appears in this column.

Updates for Facility/Service Provider: Kildare, John

Member: PATIENT, JOHN - 01234567-01

| <input checked="" type="checkbox"/> | Update summary   | Facility/Service Provider | Case ID    | Service  | Primary diagnosis | Treatment dates         | Last request status/reason | Confirmed treatment end date |
|-------------------------------------|--|---------------------------|------------|--|-------------------|-------------------------|----------------------------|------------------------------|
| <input type="checkbox"/>            | Treatment was added on: 12/07/2009<br><a href="#">View details</a> | Kildare, John             | 1093410001 | Inpatient request 27447 - ARTHROPLASTY, LOCALIZER, PRIMARY KNEE, CON... PLATEAU; MEDIAL AND LATERAL COMPARTMENTS |                   |                         |                            |                              |
| <input type="checkbox"/>            | Treatment was added on: 12/07/2009<br><a href="#">View details</a> | Kildare, John             |            | 10 - OARTHROSIS, LIZED, PRIMARY UNSPECIFIED  |                   | 10/01/2009 - 10/01/2009 | Authorize/Auto Approval    |                              |

Click View details if you wish to view additional information

Treatment Updates – View new or updated treatments

**Treatment update summary**  
 This page provides a summary of treatment updates for a group. Click **View details** to view details for a treatment update. You can also remove one or more treatment updates that you wish to remove from current view. Once removed, the treatment updates will no longer appear on the Treatment Update Summary page in iEXCHANGE starting print page.

**Remove marked items from current view**

**Updates for Facility/Service Provider: Kildare, John**  
**Member: Patient, John 1234567-01**

| <input checked="" type="checkbox"/> | Update summary   | Facility/Service Provider | Case ID    | Service  | Primary diagnosis   | Treatment dates         | Last request status/reason | Confirmed treatment end date |
|-------------------------------------|--|---------------------------|------------|--|---------------------|-------------------------|----------------------------|------------------------------|
| <input type="checkbox"/>            | Treatment was added on: 09/27/2009<br><a href="#">View details</a> | Kildare, John             | 0092700002 | Other request - 19100 - BIOPSY OF BREAST; PERCUTANEOUS, NEEDLE CORE, NOT USING IMAGING GUIDANCE (SEPARATE PR | 611.71 - MASTODYNIA | 09/30/2009 - 09/30/2009 | Authorize/Auto Approval    |                              |

**Remove marked items from current view**

**Click View details if you wish to view additional information**

Advanced search Cancel

New or updated treatments will show Facility or Servicing provider name instead of the PCP name. Otherwise, the Treatment update summary page (new or updated treatments view) is identical to the Updates for PCP view (see page 37).

## Treatment Updates – View details

### Treatment update details

This page lists all treatment updates associated with the case listed below. Click on a treatment update link below to view the details of a treatment update. Click **Remove all treatment updates from current view** to indicate that all the treatment updates listed below should no longer display on the Treatment update summary page when accessed from the iEXCHANGE starting point page. Click **Extend** to add units/providers/dates to a service. Click **Modify case and/or treatment data** to add additional information to the case and/or a treatment.

#### Treatment updates

[iEXCHANGE Additional Comments has changed](#)

[Service # 44960 was added](#)

[Service # 091770002S02001 was added](#)

[Remove all treatment updates from current view](#)



The *Treatment update details page* displays a listing of all Treatment Updates that have been generated for the case at the top of the page. The rest of the information presented on the page provides you with a complete view of all case activity.

Selecting a Treatment Update link will scroll the page to the appropriate section where you can view the updated treatment information.

## Treatment update search

Use the Treatment Update Search functionality to search for and display Treatment Updates for your group. The Treatment Update Search will return all Treatment Updates matching the search criteria you specify including those that have been marked as viewed.

When you perform a Treatment Update Search and access the *Treatment update summary* or *Treatment update details page*, you will not have the ability to mark the Treatment Updates as viewed (remove Treatment Updates from the current view). As a result of this, the following differences should be noted:

### **Treatment Update Summary Page**

The Viewed indicator column and the “Remove marked items from current view” link do not appear when the *Treatment update summary page* is accessed through Treatment Update Search.

### **Treatment Update Details Page**

The Remove all treatment updates from current view link does not appear when the *Treatment update details page* is accessed through Treatment Update Search.



## Treatment update search

The screenshot displays the iEXCHANGE user interface. At the top, there is a navigation bar with tabs for 'Starting point', 'Inpatient', 'Other', and 'Referral'. The 'Starting point' tab is active, showing 'Payer selected: AmeriHealth Administrators'. To the right, there are links for 'HELP | PREFERENCES', 'System Admin', and 'log out'. Below the navigation bar, there is a 'Search' dropdown menu with options: 'Treatment search', 'Provider search', 'Member search', and 'Treatment update search'. A blue callout box with an arrow points to the 'Treatment update search' option, containing the text: 'Under the Search tab, select Treatment update search to view newly created or modified requests'. Below the search menu, there is a 'Search instructions' section with a purple background. This section contains four instructions, each with a purple header and a white body: 1. 'Treatment search': Click the **Treatment search** link, above. The Treatment search entry page appears. You can search by treatment range, case ID or request ID for treatment information. After performing a Treatment search you may choose to extend a service. 2. 'Provider search': Click the **Provider search** link, above. The Provider search entry page appears. You can search by provider ID, provider name or geographic location/specialty for provider information. 3. 'Member search': Click the **Member search** link, above. A blank Member search entry page appears. You can search by member ID only for member information. 4. 'Treatment update search': Click the **Treatment update search** link, above. The Treatment update search entry page appears. A blue callout box with an arrow points to the 'Treatment update search' instruction.

Starting point | Payer selected: **AmeriHealth Administrators**

HELP | PREFERENCES | System Admin | log out

Inpatient | Other | Referral | Search

- Treatment search
- Provider search
- Member search
- Treatment update search

### Search instructions

Use this page to perform various searches. Treatment search allows you to view and extend existing referral, inpatient and other requests. Provider search allows you to view detailed information about a provider. Member search allows you to view detailed information about a member. Treatment update search allows you to view treatment updates for providers in your group.

- Treatment search**  
Click the **Treatment search** link, above. The Treatment search entry page appears. You can search by treatment range, case ID or request ID for treatment information. After performing a Treatment search you may choose to extend a service.
- Provider search**  
Click the **Provider search** link, above. The Provider search entry page appears. You can search by provider ID, provider name or geographic location/specialty for provider information.
- Member search**  
Click the **Member search** link, above. A blank Member search entry page appears. You can search by member ID only for member information.
- Treatment update search**  
Click the **Treatment update search** link, above. The Treatment update search entry page appears.

Under the Search tab, select Treatment update search to view newly created or modified requests

## Treatment update search

### Treatment update search

Use this page to search for treatment updates. Treatment updates inform you when the Payer has changed the status of or has added comments to a referral, inpatient or other request submitted by a provider in your group.

**Specify the treatment update search criteria** → Search For

Updates from MCO  
 Updates for PCPs  
 New or updated treatments

**Specify the category and the Providers for whom you want to search** ← [Select all providers](#)

**Provider(s)**  
Specify the provider(s) whose treatment updates you wish to view.

**Date range**  
Specify the date range for your treatment update search.

**Search filter**  
Specify the types of treatment updates you want to search for.

Submit search Cancel

## Treatment update search

**Date range**  
Specify the date range for your treatment update search.

**Search filter**  
Specify the types of treatment updates you want to search for.

Submit search Cancel

- Today
- Past 1 days
- Past 2 days
- Past 3 days
- Past 4 days
- Past 5 days
- Past 6 days
- Past 7 days
- Past 8 days
- Past 9 days
- Past 10 days
- Past 11 days
- Past 12 days
- Past 13 days
- Past 14 days

Specify the Date range for your search

treatment update search

**Search filter**  
Specify the types of treatment updates you want to search for.

Submit search Cancel

- Comments added
- Status changed to Approved
- Status changed to Denied
- Status changed to Pend
- All MCO treatment update types

Click Submit search to view updates that match the search criteria selected

Specify the types of Treatment Updates you wish to view using the Search filter  
**NOTE:** the values in the search filter drop down list will vary based on your category selection (page 42)

## Treatment update search

### Treatment update summary

This page provides a summary of the treatment updates generated for providers in your group. Click **View details** to see more information about a treatment update. To remove one or more treatment updates from this view, check the box next to the treatment updates that you want to mark as viewed and click **Remove marked items from current view**. Once you have marked a treatment update as "Viewed", it will no longer appear on the Treatment update summary page when accessed from the iEXCHANGE starting point page.

[Remove marked items from current view](#)

**Updates for Facility/Service Provider: Welby, Marcus**  
**Member: PATIENT, JOAN - 01234567-02**

| ✓                        | Update summary   | Facility/Service Provider | Case ID    | Service   | Primary diagnosis | Treatment dates | Last request status/reason | Confirmed treatment end date |
|--------------------------|--|---------------------------|------------|---|-------------------|-----------------|----------------------------|------------------------------|
| <input type="checkbox"/> | Treatment was added on: 12/07/2009<br><a href="#">View details</a> | Welby, Marcus             | 1093410002 | Inpatient request - 63030 - LAMINOTOMY (HEMILAMINECTOMY) WITH DECOMPRESSION OF NERVE ROOT(S), INCLUDING PARTIAL | 724.5 - BA<br>UP  | 01/05/2010      | Authorize/Approved         |                              |

**Updates for Facility/Service Provider: Kildare, John**  
**Member: PATIENT, JOHN - 01234567-01**

| ✓                        | Update summary   | Facility/Service Provider | Case ID    | Service   | Primary diagnosis  | Treatment dates         | Last request status/reason | Confirmed treatment end date |
|--------------------------|--|---------------------------|------------|---|--|-------------------------|----------------------------|------------------------------|
| <input type="checkbox"/> | Treatment was added on: 12/07/2009<br><a href="#">View details</a> | Kildare, John             | 1093410001 | Inpatient request - 27447 - ARTHROPLASTY, ANTERIOR      | 715.10 - OSTEOARTHRISIS, LOCALIZED, PRIMARY SITE UNSPECIFIED | 01/11/2010 - 01/11/2010 | Authorize/Auto Approval    |                              |
| <input type="checkbox"/> | Treatment was added on: 12/07/2009<br><a href="#">View details</a> | Kildare, John             |            | PROXIMAL FEMORAL PROSTHETIC REPLACEMENT (TOTAL HIP ARTH | 715.10 - OSTEOARTHRISIS, LOCALIZED, PRIMARY SITE UNSPECIFIED | 10/01/2009 - 10/01/2009 | Authorize/Auto Approval    |                              |

Treatment update summary displays results sorted alphabetically by member's last name and includes all existing Treatment Updates matching your search criteria (Treatment Updates that have been marked as viewed as well as those that have not been viewed).

Click [View details](#) if you wish to view additional information

## Treatment update search

**Treatment update details**  
 This page lists all treatment updates associated with the case listed below. Click on a treatment update link below to view the details of a treatment update. Click **Remove all treatment updates from current view** to indicate that all the treatment updates listed below should no longer display on the Treatment update summary page when accessed from the iEXCHANGE starting point page. Click **Extend** to add units/providers/dates to a service. Click **Modify case and/or treatment data** to add additional information to the case and/or a treatment.

**Treatment updates** [Remove all treatment updates from current view](#)  
[Service # 093410002100001 status has changed](#)  
[Service # 093410002501001 status has changed](#)  
[Service # 093410002501001 was added](#)

Case ID — **I093410002** Status — **Approved** [Modify case and/or treatment data](#)

|                                 |  |
|---------------------------------|--|
| Member ID                       | 01234567-02  |
| Date of birth                   | 02/01/1967   |
| Member age                      | 42   |
| Line of business                | AH Adm   |
| Coverage dates                  | 01/01/2000 —   |
| Group ID                        | 9999999  |
| Group name                      | Group Name   |
| Client code description         | 01234567   |
| Subscriber ID                   | PATIENT, JOHN  |
| Subscriber name                 |  |
| Primary care physician (PCP)    |  |
| PCP ID                          |  |
| PCP phone                       |  |
| <a href="#">add to comments</a> |  |
| iEXCHANGE Contact Information   | 12/07/2009 03:56 PM ET User: iEXCHANGE Web Provider User Pat P 215-555-1212          |
| iEXCHANGE Clinical Information  | 12/07/2009 03:56 PM ET User: iEXCHANGE Web Provider User symptoms and treatment plan |

The *Treatment update details* page displays a listing of all Treatment Updates that have been generated for the case at the top of the page. The rest of the information presented on the page provides you with a complete view of all case activity.

Selecting a Treatment Update link will scroll the page to the appropriate section where you can view the updated treatment information.

## Treatment search

**Allows you to search and view all requests submitted:**

Date range

For a specific member

For a specific case or service: Case ID or Case Reference # search

**Use this to view an updated status, comments from AHA and respond to the AHA's comments**

**Displays all Inpatient and/or Outpatient (Other) treatments for a member associated with a provider. This includes Referring Providers, Servicing Providers, Submitting Providers, and/or the member's PCP.**

## Treatment search

The screenshot displays the iEXCHANGE user interface. At the top, there is a navigation bar with tabs for 'Starting point', 'Inpatient', 'Other', and 'Referral'. The 'Starting point' tab is selected, showing 'Payer selected: AmeriHealth Administrators'. To the right, there is a 'System Admin log out' link and a 'Search' dropdown menu with options: 'Treatment search', 'Provider search', 'Member search', and 'Treatment update search'. Below the navigation bar is a 'Search instructions' section with the following text: 'Use this page to perform various searches. Treatment search allows you to view and extend existing referral, inpatient and other requests. Provider search allows you to view detailed information about a provider. Member search allows you to view detailed information about a member. Treatment update search allows you to view treatment updates for providers in your group.' Below the instructions are four sections, each with a title and a description: 'Treatment search' (Click the Treatment search link, above. The Treatment search entry page appears. You can search by treatment range, case ID or request ID for treatment information. After performing a Treatment search you may choose to extend a service.), 'Provider search' (Click the Provider search link, above. The Provider search entry page appears. You can search by provider ID, provider name or geographic location/specialty for provider information.), 'Member search' (Click the Member search link, above. A blank Member search entry page appears. You can search by member ID only for member information.), and 'Treatment update search' (Click the Treatment update search link, above. The Treatment update search entry page appears.). A blue callout box on the right contains the text: 'Under the Search tab, select Treatment search to view status of all requests submitted on behalf of your providers'. Arrows point from the callout box to the 'Treatment search' link in the dropdown menu and the 'Treatment search' section header.

HELP | PREFERENCES

Starting point  
Payer selected:  
**AmeriHealth Administrators**

Inpatient Other Referral

System Admin log out  
Search  
Treatment search  
Provider search  
Member search  
Treatment update search

**Search instructions**  
Use this page to perform various searches. Treatment search allows you to view and extend existing referral, inpatient and other requests. Provider search allows you to view detailed information about a provider. Member search allows you to view detailed information about a member. Treatment update search allows you to view treatment updates for providers in your group.

▶ **Treatment search**  
Click the **Treatment search** link, above. The Treatment search entry page appears. You can search by treatment range, case ID or request ID for treatment information. After performing a Treatment search you may choose to extend a service.

▶ **Provider search**  
Click the **Provider search** link, above. The Provider search entry page appears. You can search by provider ID, provider name or geographic location/specialty for provider information.

▶ **Member search**  
Click the **Member search** link, above. A blank Member search entry page appears. You can search by member ID only for member information.

▶ **Treatment update search**  
Click the **Treatment update search** link, above. The Treatment update search entry page appears.

Under the Search tab, select Treatment search to view status of all requests submitted on behalf of your providers

## Treatment search – Treatment Range

**Treatment search**  
 Use this page to search for existing referral requests and/or inpatient and other requests for a member(s) associated with a provider. This includes referring providers, servicing providers, submitting providers, and/or the member's PCP.

**1** Choose a category to search by (A, B, or C) →

Choose ONE Category and enter the appropriate values. Click **Submit search** to view referrals and/or inpatient and other requests.

**A Treatment Range**

Start Date  /  /  (mm/dd/yyyy)

End Date  /  /  (mm/dd/yyyy)

Search filter

All cases  Open cases

Requesting provider

Member ID  optional

**B Case ID**

Case ID

Requesting provider

**C Case Reference #**

Case Reference #

Requesting provider

To submit a broad search, enter a Start Date, an End Date and select a Requesting Provider



Treatment search – Treatment Range

### Treatment search summary

This page provides a summary of Treatment search summary that meet the search criteria entered, such as the service, primary diagnosis and the status of the requested treatment. Click **View details** to see more information about the treatment and the ability to extend the treatment dates.

[View all](#) | [View open](#)

| Member                         | Case ID                                    | Service  | Primary diagnosis  | Treatment dates         | Last detail line status/reason | Confirmed treatment end date |
|--------------------------------|--|--|--|-------------------------|--------------------------------|------------------------------|
| PATIENT, JOAN<br>(01234567-02) | I093410002<br><a href="#">View details</a> | Inpatient request - LOS - LENGTH OF STAY                                       | 724.5 - BACKACHE, UNSPECIFIED                                | 01/05/2010 - 01/07/2010 | Authorize/Approved by PCM      |                              |
|                                |  | Inpatient request - LAMINOTOMY (HEMILAMINECTOMY), WITH DECOMPRESSION C - 63020 | 724.5 - BACKACHE, UNSPECIFIED                                | 01/05/2010 - 01/05/2010 | Authorize/Approved by PCM      |                              |
| PATIENT, JOHN<br>(01234567-01) | I093410001<br><a href="#">View details</a> | Inpatient request - LOS - LENGTH OF STAY                                       | 715.10 - OSTEOARTHRITIS, LOCALIZED, PRIMARY SITE UNSPECIFIED | 01/11/2010 - 01/14/2010 | Authorize/Approved by PCM      |                              |
|                                |  | Inpatient request - ARTHROPLASTY, KNEE, CONDYLE AND PLATEAU; MEDIAL AN - 27447 | 715.10 - OSTEOARTHRITIS, LOCALIZED, PRIMARY SITE UNSPECIFIED | 01/11/2010 - 01/11/2010 | Authorize/Auto Approval        |                              |

[View all](#) | [View open](#)

Submitting a search by date range will return cases for multiple members (sorted alphabetically by member's last name) that occurred within the dates provided

## Treatment search – Member ID or Case ID

**1** Choose a category to search by (A, B, or C) →

Choose ONE Category and enter the appropriate values. Click **Submit search** to view referrals and/or inpatient and other requests.

### Treatment search

Use this page to search for existing referral requests and/or inpatient and other requests for a member(s) associated with a provider. This includes referring providers, servicing providers, submitting providers, and/or the member's PCP.

**A Treatment Range**

Start Date: 06 / 01 / 2009 (mm/dd/yyyy)

End Date: 09 / 01 / 2009 (mm/dd/yyyy)

Search filter: Show Referral, Inpatient and Other treatments ▾

All cases  Open cases

Requesting provider: All ▾

Member ID optional:

**B Case ID**

Case ID: 123456789

Requesting provider: All ▾

**C Case Reference #**

Case Reference #:

Requesting provider: All ▾

To narrow your search, search for a Member ID or enter a Case ID

Treatment search – Member ID or Case ID

### Treatment search summary

This page provides a summary of the treatments that meet the search criteria entered, such as the service, primary diagnosis and the status of the requested treatment. Click **View details** to see more information about the treatment and the ability to extend the treatment dates.

[View all](#) | [View open](#)

| Member                         | Case ID    | Service  | Primary diagnosis             | Treatment dates         | Last detail line status/reason |
|--------------------------------|------------|--|-------------------------------|-------------------------|--------------------------------|
| PATIENT, JOAN<br>(01234567-02) | I093410002 | Inpatient request - LOS - LENGTH OF STAY               | 724.5 - BACKACHE, UNSPECIFIED | 01/05/2010 - 01/07/2010 | Authorize/Approved by PCM      |
|                                |            | Inpatient request - LAMINOTOMY (HEMILAMINECTOMY), WITH | 724.5 - BACKACHE, UNSPECIFIED | 01/05/2010 - 01/05/2010 | Authorize/Approved by PCM      |

[View all](#) | [View open](#)

Your search results will only include cases for the specific Member ID or the Case ID that was entered

Click [View details](#) if you wish to view additional information

Treatment search – View details

Provides the overall Case status.  
 NOTE: a status of “Approved” in this field does not mean all services and LOS requested are approved.  
 Refer to the LOS and Service status to determine the individual status of services and requested LOS.

**Treatment search details**  
 This page lists the case you selected including the case ID, member data, and services. Each service section includes an Extend button. Click **Extend** to add units/providers/dates to the service. Click **Modify case and/or treatment** to add additional information to the case and/or a treatment.

PATIENT, JOAN Case ID – I093410002 Status – **Approved**

|   |                           |                                  |
|---|---------------------------|----------------------------------|
| <b>LOS Information</b>                    |                           | <a href="#">Extend (Request)</a> |
| Treatment setting                         | Inpatient                 |                                  |
| Admit date                                | 01/05/2010                |                                  |
| To date                                   | 01/07/2010                |                                  |
| Disposition                               | 2                         |                                  |
| Length of stay (LOS)                      | 724.5                     |                                  |
| Primary diagnosis code                    | 724.5                     |                                  |
| Primary diagnosis description             | BACKACHE, UNSPECIFIED     |                                  |
| <b>Case Reference # – 093410002L00001</b> |                           |                                  |
| Status – <b>Authorize</b>                 |                           |                                  |
| Start date                                | 01/05/2010                |                                  |
| End date                                  | 01/07/2010                |                                  |
| Status reason                             | Approved by PCM           |                                  |
| Days                                      | 2                         |                                  |
| Facility                                  | CROZER/TAYLOR/SPRINGFIELD |                                  |
| Facility MCO ID                           | 0047                      |                                  |
| Submitting provider                       | Kildare, John             |                                  |
| Submitting provider MCO ID                | A12345                    |                                  |

**LOS Status:** Status of requested LOS

|  |                       |  |
|--|-----------------------|--|
| <b>Service 63030</b>   |                       |  |
| LAMINOTOMY (HEMILAMINECTOMY), WITH DECOMPRESSION OF NERVE ROOT(S), INCLUDING PARTIAL |                       |  |
| Service type   | Inpatient request     |  |
| Treatment setting  | Inpatient             |  |
| Treatment start date   | 01/05/2010            |  |
| Treatment end date   | 01/05/2010            |  |
| Primary diagnosis code   | 724.5                 |  |
| Primary diagnosis description  | BACKACHE, UNSPECIFIED |  |
| Servicing provider   | Kildare, John         |  |
| Servicing provider MCO ID  | A12345                |  |
| Servicing provider phone   | 215 999-9999          |  |
| <b>Case Reference # – 093410002501001</b>  |                       |  |
| Status – <b>Authorize</b>  |                       |  |
| Start date   | 01/05/2010            |  |
| End date   | 01/05/2010            |  |
| Units  | 1                     |  |
| Submitting provider  | Kildare, John         |  |
| Submitting provider MCO ID   | A12345                |  |

**Service Status:** Status of requested services are listed individually with the service description

## **Edit Case**

Allows you to add additional information to an existing case.

By clicking on **Modify case and/or treatment data** or **Add to comments** from the Treatment Update Details page or the Treatment Search Details page, you may be prompted to enter either Admission or Discharge information or respond to requests from AHA by entering additional comments.

**Admission information** - You can inform AHA that a patient has been admitted and specify the Admit Date.

**Discharge information** - You can inform AHA that a patient has been discharged, specify the Discharge Date as well as specify the after-care program / discharge plan for the patient.

**Entering Additional Comments** - You can add additional free text comments to an existing case.

Edit Case

**Treatment search details**

This page lists the case you selected including the case ID, member data, and all services. Each service section includes an Extend button. Click **Extend** to add units/providers/dates to the service. Click **Modify case and/or treatment data** to add additional information to the case and/or a treatment.

PATIENT, JOAN    Case ID — **I093410002**    Status — **Approved**

[Modify case and/or treatment data](#)

|                                 |  |
|---------------------------------|--|
| Member ID                       | 01234567-02  |
| Date of birth                   | 02/01/1967   |
| Member age                      | 42   |
| Line of business                | AH Adm   |
| Coverage dates                  | 01/01/2000 —   |
| Group ID                        | 999999   |
| Group name                      | Group Name   |
| Client code description         | Group Name   |
| Subscriber ID                   | 01234567   |
| Subscriber name                 | PATIENT, JOHN  |
| Primary care physician (PCP)    |  |
| PCP ID                          |  |
| PCP phone                       |  |
| <a href="#">add to comments</a> |  |
| IEEXCHANGE Contact Information  | 12/07/2009 03:56 PM ET User: IEEXCHANGE Web Provider User<br>Pat P 215-555-1212                                  |
| IEEXCHANGE Clinical Information | 12/07/2009 03:56 PM ET User: IEEXCHANGE Web Provider User<br>symptoms and treatment plan                         |
| IEEXCHANGE Additional Comments  | 12/07/2009 03:56 PM ET User: IEEXCHANGE Web Provider User<br>information relevant to the admission if applicable |

From the Treatment search details or Treatment update details page, select either [Modify case and/or treatment data](#) or [add to comments](#) to display the Edit Case page

NOTE: These links will not display if: The case you are attempting to edit has been "closed" by AHA.

## Edit Case – Admission information

**Edit case**  
Use this page to edit a case. Once you enter the appropriate information click **Save**. iEXCHANGE will save the updates you have made to the case and returns you to the Treatment search result page. Related case and treatment information is displayed below.

**1 Additional treatment information**  
Enter additional treatment information.

**Edit information related to length of stay**

Has the patient been admitted?  Yes  No  
When was the patient admitted? [ ] / [ ] / [ ] (mm/dd/yyyy)

**2 Additional case information**  
Enter additional case information.

**Edit information related to case**

**iEXCHANGE Contact Information**

**iEXCHANGE Clinical Information**

**iEXCHANGE Additional Comments**

**Save** **Cancel**

**Select the Yes indicator to specify that the patient has been admitted. The admission date fields will be enabled. Specify the date that the patient was admitted.**

**Add any additional comments in the Comments section. Click the Save button.**

## Edit Case – Discharge information

**1 Additional treatment information**  
Enter additional treatment information.

**Edit case**  
Use this page to edit a case. Once you enter the appropriate information on this page, iEXCHANGE will save the updates you have made to the case and returns you to the Treatment search result page. Related case and treatment information is displayed below.

**Edit information related to length of stay**

The patient was admitted on 09/20/2009.

Has the patient been discharged?  Yes  No

When was the patient discharged? 09 / 23 / 2009  
(mm/dd/yyyy)

What is the after-care program / discharge plan for the patient?

**2 Additional case information**  
Enter additional case information.

**Edit information related to case**

iEXCHANGE Contact Information

iEXCHANGE Clinical Information

iEXCHANGE Additional Comments

Save Cancel

**Callout 1:** Select the Yes indicator to specify that the patient has been discharged. The discharge date fields will be enabled. Specify the date that the patient was discharged.

**Callout 2:** Specify the after-care program / discharge plan for the patient from the drop-list.

**Callout 3:** Add any additional comments. Click the Save button.



## Edit Case – Admission and Discharge already provided

### Edit case

Use this page to edit a case. Once you enter the appropriate information click **Save**. iEXCHANGE will save the updates you have made to the case and returns you to the Treatment search result page. Related case and treatment information is displayed below.

#### 1 Additional treatment information

Enter additional treatment information.

##### Edit information related to length of stay

The patient was admitted on 08/23/2009.

The patient has been discharged.  
The patient was discharged on 08/29/2009.  
The after-care program / discharge plan for the patient is Transferred to IP Rehab,Medical.

#### 2 Additional case information

Enter additional case information.

##### Edit information related to case

iEXCHANGE Contact Information

iEXCHANGE Clinical Information

iEXCHANGE Additional Comments

**Save** **Cancel**

If admission and discharge information has already been provided, you are still able to enter additional comments

Click the Save button.

## Edit Case – Outpatient (Other) Request

### Edit case

Use this page to edit a case. Once you enter the appropriate information click **Save**. iEXCHANGE will save the updates you have made to the case and returns you to the Treatment search result page. Related case and treatment information is displayed below.

### 1 Additional case information

Enter additional case information.

#### Edit information related to case

##### iEXCHANGE Contact Information

##### iEXCHANGE Clinical Information

##### iEXCHANGE Additional Comments

Save

Cancel

Add any additional comments in the Comments section.

Click the Save button.

## Extension Requests

Allows you to request additional days or services for an existing certification

### **Extend Inpatient**

On the Inpatient Request Entry page, you will be prompted to enter the below information:

- **Submitting provider**
- **Extension primary diagnosis**
- **Attending physician**
- **Additional requested LOS units**
- **Procedure (Optional)**
- **Scheduled date (Optional)**
- **Comments**

### **Extend Other (Outpatient)**

On the Other Request Entry page, you will be prompted to enter the below information:

- **Submitting provider**
- **Extension primary diagnosis**
- **Additional requested units**
- **Extension start date**
- **Extension end date**
- **Comments**

## Extension Requests – Starting Point

Starting point  
Payer selected:  
**AmeriHealth Administrators**

HELP | PREFERENCES

**Inpatient** | Other | Referral | System Admin log out  
Search

New Inpatient Request  
Extend Inpatient

### Inpatient instructions

Use this page to select the inpatient transaction you wish to perform. Depending on the payer you have selected, you can choose to submit a new inpatient request, a new inpatient request extension, a new inpatient notification or an inpatient notification extension.

▶ **New Inpatient Request**  
Click the **New Inpatient Request** link, above. A blank Inpatient request entry page appears. You can add a member ID and all request information for this member.

▶ **Extend Inpatient**  
Click the **Extend Inpatient** link above. You must use the Treatment search functionality to search for the inpatient treatment you wish to extend. Depending on the payer you have selected, you will be able to submit an Inpatient request extension or an Inpatient notification extension.

**For Inpatient extensions, click on the Inpatient tab and select Extend Inpatient**

Starting point  
Payer selected:  
**AmeriHealth Administrators**

HELP | PREFERENCES

**Other** | Inpatient | Referral | System Admin log out  
Search

New Other Request  
Extend Other

### Other instructions

Use this page to select the other transaction you wish to perform. Depending on the payer you have selected, you can choose to submit a new other request, a new other request extension, a new other notification or an other notification extension.

▶ **New Other Request**  
Click the **New Other Request** link, above. A blank Other request entry page appears. You can add a member ID and all request information for this member.

▶ **Extend Other**  
Click the **Extend Other** link above. You must use the Treatment search functionality to search for the other treatment you wish to extend. Depending on the payer you have selected, you will be able to submit an Other request extension or an Other notification extension.

**For Outpatient extensions, click on the Other tab and select Extend Other**

## Extension Requests

### 1 Choose a category to search by (A, B, or C)

Choose ONE Category and enter the appropriate values. Click **Submit search** to view referrals and/or inpatient and other requests.

#### Treatment search

Use this page to search for existing referral requests and/or inpatient and other requests for a member(s) associated with a provider. This includes referring providers, servicing providers, submitting providers, and/or the member's PCP.

#### A Treatment Range

Start Date  /  /  (mm/dd/yyyy)

End Date  /  /  (mm/dd/yyyy)

Search filter  ▾

All cases  Open cases

Requesting provider  ▾

Member ID

#### B Case ID

Case ID

Requesting provider  ▾

#### C Case Reference #

Case Reference #

Requesting provider  ▾

From the *Treatment search page*, choose to perform a Treatment range search, Case ID search or Case Reference # search to search for the case containing the treatment you wish to extend.

Click Submit search

## Extension Requests

### Treatment search summary

This page provides a summary of the treatments that meet the search criteria such as the service, primary diagnosis and the status of the requested treatment. [View details](#) to see more information about the treatment and the ability to extend treatment dates.

| Member                                | Case ID                                    | Service  | Primary diagnosis                            | Treatment dates         | <a href="#">View details</a> |
|---------------------------------------|--|--|--|-------------------------|------------------------------|
| <b>Patient, Joan<br/>(1234567-02)</b> | I092800002<br><a href="#">View details</a> | <b>Inpatient request - LOS - LENGTH OF STAY</b>  | 485 - BRONCHOPNEUMONIA, ORGANISM UNSPECIFIED | 10/07/2009 - 10/11/2009 |                              |
|                                       |  | <b>Inpatient request - INCISION AND DRAINAGE OF APPENDEICEAL ABSCESS; OPEN - 44900</b> | 485 - BRONCHOPNEUMONIA, ORGANISM UNSPECIFIED | 10/07/2009 - 10/07/2009 |                              |
|                                       |  | <b>Inpatient request - APPENECTOMY; - 44950</b>  | 485 - BRONCHOPNEUMONIA, ORGANISM UNSPECIFIED | 10/08/2009 - 10/08/2009 | Authorize/Approved by PCM    |
|                                       |  | <b>Inpatient request - BRONCHOSCOPY, RIGID OR FLEXIBLE, WITH OR WITHOUT F - 31622</b>  | 485 - BRONCHOPNEUMONIA, ORGANISM UNSPECIFIED | 10/09/2009 - 10/09/2009 | Authorize/Approved by PCM    |
|                                       | O092800001<br><a href="#">View details</a> | <b>Other request - HALLUX RIGIDUS CORRECTION WITH CHEILECTOMY - DEBRID - 28289</b>     | 727.1 - BUNION                               | 10/16/2009 - 10/16/2009 | Aut App                      |

**The *Treatment search summary* page will display a summary of all Inpatient and/or Other (Outpatient) cases matching the search criteria you entered**

**NOTE: If the search results in one case being returned (only one case matched your search criteria), iEXCHANGE® Web will send you directly to the *Treatment search results details* page.**

**Click the View details link associated with the case you wish to extend**

## Extension Requests – Extend Inpatient

**Treatment search details**  
This page lists the case you selected including the case ID, member data, and all services. Each service section includes an Extend button. Click **Extend** to add units/providers/dates to the service. Click **Modify case and/or treatment data** to add additional information to the case and/or a treatment.

PATIENT, JOAN Case ID — I093410002 Status — **Approved**

[Modify case and/or treatment data](#)

|                              |               |
|------------------------------|---------------|
| Member ID                    | 01234567-02   |
| Date of birth                | 02/01/1967    |
| Member age                   | 42            |
| Line of business             | AH Adm        |
| Coverage dates               | 01/01/2000 —  |
| Group ID                     | 999999        |
| Group name                   |               |
| Client code description      | Group Name    |
| Subscriber ID                | 01234567      |
| Subscriber name              | PATIENT, JOHN |
| Primary care physician (PCP) |               |
| PCP ID                       |               |
| PCP phone                    |               |

[add to comments](#)

|                                |  |
|--------------------------------|--|
| IEXCHANGE Contact Information  | 12/07/2009 03:56 PM ET User: IEXCHANGE Web Provider User Pat P 215-555-1212                                  |
| IEXCHANGE Clinical Information | 12/07/2009 03:56 PM ET User: IEXCHANGE Web Provider User symptoms and treatment plan                         |
| IEXCHANGE Additional Comments  | 12/07/2009 03:56 PM ET User: IEXCHANGE Web Provider User information relevant to the admission if applicable |

**LOS Information**

|                   |           |
|-------------------|-----------|
| Treatment setting | Inpatient |
|-------------------|-----------|

**Extend (Request)**

Click the Extend (Request) button associated with the LOS treatment. The *Inpatient request extension entry page* will open.

## Extension Requests – Extend Inpatient

### Inpatient request extension entry

Use this page to extend an inpatient request. Once you enter the appropriate information click **Next step**. iEXCHANGE evaluates your inpatient request extension and displays the Inpatient request extension preview page. Related case and service information is displayed below.

1

Extension information

Select the submitting provider, extension primary diagnosis, and enter the additional requested length of stay units. You may select a procedure, if applicable. Click **Next step** to continue. iEXCHANGE evaluates your inpatient extension request and displays the Inpatient request extension preview page.

**Submitting provider**

**Extension primary diagnosis**

Enter Diagnosis code or  
Select from Short list

**Secondary diagnosis (optional)**

**Secondary diagnosis (optional)**

**Attending physician**

Select attending physician from the list

or enter or search for ID

**Additional requested LOS units**

**LOS bed type**

Enter required information, including Additional requested LOS units and LOS bed type



## Extension Requests – Extend Inpatient

The screenshot shows a web form for 'Extension Requests – Extend Inpatient'. The form includes several input fields and buttons:

- Procedure (optional)**: A dropdown menu and a 'Procedure search' button.
- Scheduled date (optional)**: Three input boxes for month, day, and year, with a '(mm/dd/yyyy)' label.
- Servicing provider**: A dropdown menu and a 'Provider search' button.
- Additional Comments (optional)**: A green header above a large text area.
- iEXCHANGE Contact Information**: A text area.
- iEXCHANGE Clinical Information**: A text area.
- iEXCHANGE Additional Comments**: A text area.
- Buttons**: 'Next step', 'Clear form', and 'Cancel' at the bottom.

Callout boxes provide additional instructions:

- A blue box on the right side of the form states: "If necessary, add procedure codes as well" and includes a *NOTE: when requesting multiple units for a procedure the procedure code, scheduled date and servicing provider must be entered separately for each unit*.
- A blue box on the right side of the form states: "Comments may be added as necessary" and "Click Next step to continue".

## Extension Requests – Extend Inpatient

**Informational:**  
(Rule ID: 8; status code: A)

**Inpatient request extension preview**  
Review your inpatient extension request information here. If everything is correct, click the **Submit** button to save your extension and open the Inpatient request extension confirmation page. If you need to make any changes, scroll down to the correct section or click **Edit** to make the necessary modifications.

The status of this request was current when you clicked Next step. However, the status may change when you click **Submit** if eligibility or other data changed in the interim. The case and inpatient extension request reference numbers will be assigned when you click **Submit**.

Case status — **Authorized**

**Inpatient request extension information**

**Principal service**  
Status — **Authorize** [Edit]

Extension LOS units: 1  
Admit date: 07/29/2009  
To date: 08/02/2009  
Primary diagnosis: 540.0 - ACUTE APPENDICITIS WITH GENERALIZED PERITONITIS  
Bed type: Private Room  
Attending physician: BEAULIEU, JACK G  
Attending physician NPI: J93206  
Procedure: PEND - LIGHT COMPRESSION BANDAGE, ELASTIC, KNITTED/WOVEN, WIDTH GREATER THAN OR EQUAL A6449  
Servicing provider MCO ID: A00178  
Servicing provider NPI:

**General information**

Member name:  
Member ID: 1234567-02  
Date of birth:  
Group ID:  
Group name:  
Subscriber ID:  
Subscriber name:  
Relationship:

Treatment setting: Inpatient  
Submitting provider: BROWN, MARK J  
Submitting provider MCO ID: A00089  
Submitting provider NPI:  
Address: DEPT OF NEUROLOGY  
3400 SPRUCE ST  
PHILA  
PA  
19104  
Specialty: Neurology  
Type:

Facility: BARNES JEWISH ST PETERS  
Facility MCO ID: BARNES JEWISH ST PETERS  
Facility NPI:  
Address: PO BOX 60331  
City: ST LOUIS  
State: MO  
Zip code: 631600331  
Specialty:  
Type: Inpatient

Complete the following Questionnaire forms to add additional data to your inpatient extension request. Please note that ( ) indicates questionnaires that can affect the extension status — if you complete the questionnaire you may receive an approval.

**Description**

Accessed  Affects status

[Submit] [Preview changes] [Cancel]

Preview Page will display Informational messages along with the expected status of the case

Click **Submit** to complete the request

Extension Requests – Extend Inpatient

**Inpatient request extension preview**  
 Review your inpatient extension request information on the **Submit** button to save your extension and open the confirmation page. If you need to make any changes or click **Edit** to make the necessary modifications.

The status of this request was current when you clicked **Submit**. The status may change when you click **Submit** if eligibility or case and inpatient extension request reference number change. Click **Submit**.

PATIENT, JOAN Case status — **Authorized**

**Inpatient request extension information**  
 Principal service: **Status — Pend** [Edit]  
 Extension LOS units: 1  
 Admit date: 01/05/2010  
 To date: 01/08/2010  
 Primary diagnosis: 998.9 — UNSPECIFIED COMPLICATION OF PROCEDURE, NEC  
 Bed type: Acute-Med/Surg  
 Attending physician: Kildare, John  
 Attending physician MCO ID: A12345

**General information**

|                            |                 |
|----------------------------|-----------------|
| Member name                | PATIENT, JOAN   |
| Member ID                  | 01234567-02     |
| Date of birth              | 02/01/1967      |
| Group ID                   | 100001          |
| Group name                 |                 |
| Subscriber ID              | 01234567        |
| Subscriber name            | PATIENT, JOHN   |
| Relationship               | Spouse          |
| Treatment setting          | Inpatient       |
| Submitting provider        | Kildare, John   |
| Submitting provider MCO ID | A12345          |
| Address                    | 815 EAST STREET |

**Questionnaire**  
 Complete the questionnaire to add additional information to your request. Please note that the status of your request may change if you receive a questionnaire.  
 Descriptions:  Accessed  Affects status

**Callout Box 1:** Confirmation screen provides the overall Case status.

**Callout Box 2:** NOTE: a status of “Authorized” in this field does not mean all services and LOS requested are approved.

**Callout Box 3:** Refer to the LOS and Service status to determine the individual status of services and requested LOS.

## Extension Requests – Extend Other (Outpatient)

**Treatment search details**  
This page lists the case you selected including the case ID, member data, and all services. Each service section includes an Extend button. Click **Extend** to add units/providers/dates to the service. Click **Modify case and/or treatment data** to add additional information to the case and/or a treatment.

**Patient, Joan** Case ID — **0092800001** Status — **Approved**

|                                |                  |
|--------------------------------|------------------|
| Member ID                      |                  |
| Date of birth                  | 04/24/1981       |
| Member age                     | 28               |
| Line of business               | Independence Adm |
| Coverage dates                 | 03/01/2007 —     |
| Group ID                       | 0999998          |
| Group name                     | Group Name       |
| Client code description        | Group Name       |
| Subscriber ID                  | 1234567          |
| Subscriber name                | Patient, Joan    |
| Primary care physician (PCP)   |                  |
| PCP ID                         |                  |
| PCP phone                      |                  |
| iEXCHANGE Contact Information  |                  |
| iEXCHANGE Clinical Information |                  |
| iEXCHANGE Additional Comments  |                  |

[add to comment](#)

**Service 28289**

HALLUX RIGIDUS CORRECTION WITH CHEILECTOMY, DEBRIDEMENT AND CAPSULAR RELEASE OF THE

|                               |                            |
|-------------------------------|----------------------------|
| Service type                  | Other request              |
| Treatment setting             | Outpatient Facility        |
| Treatment start date          | 10/16/2009                 |
| Treatment end date            | 10/16/2009                 |
| Primary diagnosis code        | 727.1                      |
| Primary diagnosis description | BUNION                     |
| Servicing provider            | ABINGTON MEMORIAL HOSPITAL |
| Servicing provider MCO ID     | 0001                       |
| Servicing provider phone      | 215-481-5777               |
| Relationship                  | Dependent                  |
| Treatment setting             | Inpatient                  |
| Submitting provider           | BROWN, MARK J              |
| Submitting provider NPI       |                            |
| Submitting provider MCO ID    | A00089                     |

Click the Extend (Request) button associated with the treatment. The *Other request extension entry page* will open.

## Extension Requests – Extend Other (Outpatient)

### Other request extension entry

Use this page to extend an other request. Once you enter the appropriate information click **Next step**. iEXCHANGE evaluates your other extension request and displays the Other request extension preview page. Related case and service information is displayed below.

#### 1 Extension information

Select the submitting provider, extension primary diagnosis, and enter the additional requested units/visits as well as the extension start and end dates. Click **Next step** to continue. iEXCHANGE evaluates your other extension request and displays the Other request extension preview page.

**Submitting provider**

**Extension primary diagnosis**

Enter Diagnosis code or Select from Short list

**Secondary diagnosis (optional)**

**Secondary diagnosis (optional)**

**Attending physician**

Select attending physician from the list

or enter or search for ID

**Additional requested units**

**Extension start date**  /  /  (mm/dd/yyyy)

**Extension end date**  /  /  (mm/dd/yyyy)

**Purchase/Rent**

Enter required information, including Additional requested units and Extension start and end date

## Extension Requests – Extend Other (Outpatient)

**Additional Comments (optional)**

iEXCHANGE Contact Information

iEXCHANGE Clinical Information

iEXCHANGE Additional Comments

Next step Clear form Cancel

Comments may be added as necessary  
Click Next step to continue

**Extension Requests – Extend Other (Outpatient)**

**Other request extension preview**

Review your other request extension information here. If everything is correct, click the **Submit** button to save your extension and open the Other request extension confirmation page. If you need to make any changes, scroll down to the correct section or click **Edit** to make the necessary modifications.

The status of this request was current when you clicked Next step. However, the status may change when you click **Submit** if eligibility or other data changed in the interim. The case and other request extension reference numbers will be assigned when you click **Submit**.

**Patient, John** Case status — **Authorized**

**Other Request Extension information**

**Principal service —**  
**Status — Pend** [Edit](#)

Procedure: HALLUX RIGIDUS CORRECTION WITH CHEILECTOMY, DEBRIDEMENT AND CAPSULAR RELEASE OF THE - 28289

Extension start date: 10/17/2009  
 Extension end date: 10/17/2009  
 Unit(s): 1  
 Purchase/Rent:

**General information**

|                            |                            |
|----------------------------|----------------------------|
| Member name                | Patient, John              |
| Member ID                  | 1234567                    |
| Date of birth              | 04/24/1981                 |
| Group ID                   | 999999                     |
| Group name                 | Group Name                 |
| Subscriber ID              | 1234567                    |
| Subscriber name            | Patient, John              |
| Relationship               | Subscriber                 |
| Submitting provider        | Welby, Marcus              |
| Submitting provider MCO ID | A23456                     |
| Address                    | SUITE 210<br>505 COUCH AVE |
| City                       | KIRKWOOD                   |
| State                      | MO                         |
| Zip code                   | 631225568                  |
| Specialty                  | Multi-Specialty Group      |

**Questionnaire**

Complete the following Questionnaire and additional data to your other request. Please note that (1) individual questionnaire items can affect the status — if you complete the questionnaire you may receive an approval.

**Description**

Accessed

Preview Page will display Informational messages along with the expected overall status of the case

Click **Submit** to complete the request

Submit
Preview changes
Cancel

### iEXCHANGE Administrator

**Administrative users for iEXCHANGE can perform the below functions:**

**Group administration** - Allows provider to add/ edit information about their group

**Account administration** - Allows providers to add/ edit account information (users) associated with their group

\* **Submitting providers** - Add, edit or delete submitting provider numbers

\* **Frequent providers** - Add, edit or delete servicing, facility, or attending provider numbers

**Frequent procedures** - Add, edit or delete frequently used procedure codes

**Frequent diagnoses** - Add, edit or delete frequently used diagnosis codes

\* PLEASE NOTE: At this time, it is recommended that prior to adding new submitting or frequently used providers, you contact the iEXCHANGE Help Desk at AmeriHealth Administrators for assistance – 1-888-444-4617



## iEXCHANGE Administrator

Sponsored by AmeriHealth

iEXCHANGE | MEDecision

HELP | PREFERENCES

Starting point Inpatient Other Referral Search

sys admin log out

**Select a payer**

Click once on the payer to which you want to submit a transaction and then click the Select button. You may need to scroll to find the payer you want.

**Select a task**

Available tasks (Inpatient Search) appear above, to you select. Click the task page. Note that the vary by payer.

**1. Click on the drop down arrow to display the list of payers**

**2. Select AmeriHealth Administrators or Independence Administrators and click Select**

AmeriChoice - AZ Medicaid (APIPA)  
AmeriChoice - MD Medicaid (United)  
AmeriChoice - NE (Share Advantage)  
AmeriChoice - NJ Medicaid  
AmeriChoice - NJ Personal Care Plus  
AmeriChoice - PA Medicaid  
AmeriChoice - WI  
**AmeriHealth Administrators**  
AmeriHealth Mercy Health Plan  
Avidyn Health  
BCBS of Illinois (Retired)  
Blue Cross Blue Shield of Delaware  
CapitalCare (Va. HMO Only)  
CareFirst BlueChoice  
CareFirst D.C. Indemnity  
CareFirst D.C. National Accounts  
CareFirst FEP PPO  
CareFirst Maryland Indemnity  
DHP Separate Legal Entity  
Facets CareFirst  
Healthy Indiana Plan  
**Independence Administrators**  
KePRO Hillsborough  
KePRO Home Health  
KePRO Inpatient  
Keystone Mercy Healthplan  
Liberty Mutual UM  
MDwise Hoosier Alliance

MEDecision news

Announcements

iEXCHANGE® web has been updated with the latest release. This release supports additional on the payer selected Providers may be required to have a NPI in order to submit a request. Go to Online Help and click the Payer-Specific Help link to learn additional information when working with a particular payer.

[Go to MEDecision](#)

unless otherwise indicated on the member ID card. To obtain precertification for behavioral health services, please contact Magellan or the appropriate behavioral health management vendor.

## iEXCHANGE Administrator

HELP | [PREFERENCES](#) Scott Beebe [log out](#)

Starting point  
Payer selected:  
**AmeriHealth Administrators**

Inpatient Other Referral Search

**Click PREFERENCES**

**Select a task**  
Available tasks (Inpatient, Other, Referral, Search) appear above, to the right of the payer you selected. Click the task you want to open the task page. Note that the available tasks may vary by payer.

Sponsored by  
**AmeriHealth ADMINISTRATORS**

HELP | [PREFERENCES](#) **System Admin** [log out](#)

Starting point  
Payer selected:  
**AmeriHealth Administrators**

[Change password](#) [iEXCHANGE administrator](#)

**iEXCHANGE preferences**  
Use this page to access various maintenance functions available including password and rule maintenance.

► [Change password](#)  
Click the **Change password** link, above.

► [iEXCHANGE administrator](#)  
Click the **iEXCHANGE administrator** link, above.

**Select iEXCHANGE administrator**

## iEXCHANGE Administrator – Account Administration

The screenshot displays the iEXCHANGE Administrator interface. At the top, a header bar reads "iEXCHANGE Administrator" with the instruction "Choose from the links below to perform administration tasks." Below this, a section titled "Administer provider group: 4083" contains several menu items:

- Group administration**: Click the **Group Administration** link above to enter or edit information about your iEXCHANGE Provider Group.
- Account administration**: Click the **Account administration** link above to enter or edit information about account users for your iEXCHANGE Provider Group. New users of iEXCHANGE can be set up here. This option is highlighted with a blue arrow pointing from a callout box.
- Submitting providers**: Click the **Submitting providers** link above to enter or edit information about the providers for which an iEXCHANGE transaction can be submitted. Submitting providers should correspond to healthcare providers within your iEXCHANGE Provider Group. At least one Submitting provider must be set up in order to perform a transaction in iEXCHANGE.
- Frequent providers**: Click the **Frequent providers** link above to set up a shortlist to be used in iEXCHANGE to hold the providers your Provider Group most often uses.
- Frequent procedures**: Click the **Frequent procedures** link above to set up a shortlist to be used in iEXCHANGE to hold the procedure codes your Provider Group most often uses.
- Frequent diagnoses**: Click the **Frequent diagnoses** link above to set up a shortlist to be used in iEXCHANGE to hold the diagnosis codes your Provider Group most often uses.

A blue callout box on the right side of the interface contains the text: "Select Account administration to add, edit or delete users". A blue arrow points from this box to the "Account administration" link in the interface.

## iEXCHANGE Administrator – Account Administration

**Edit an existing user or add a new user.**

To edit an existing user, select the radio button next to the user name then click the Edit user button. To add a new user, click the Add new user button.

### Account Administration

This page contains a list of the Accounts currently associated with your Provider Group. Select the user you wish to edit and click **Edit user** to modify an existing user's data. Click **Add new user** to add a new account user to this list.

Results 1-1 of 1

|                                  | User name    | Logon ID | User role | Current status |
|----------------------------------|--------------|----------|-----------|----------------|
| <input checked="" type="radio"/> | System Admin | sysadmin | admin     | ACTIVE         |

Click Add new user to create user ID's for new staff members

**1** Enter logon and password information

### Add Account Information

Enter all relevant account user information including the First, Middle and Last Name, Login Information, User Role and Status. Once you add the correct information, click **Submit**.

Requested logon ID:

New password:

Confirm new password:

---

First name:

Middle name:

Last name:

Suffix:

Status:  ACTIVE

Assign admin privileges:  Staff

Password: Upon the initial login, the new user will be prompted to change his/her password

**2** Enter the required information

Status: Select "Active" for new users

Assign admin privileges: Add additional administrative users by selecting "System Administrator"

## iEXCHANGE Administrator – Account Administration

### Account Administration

This page contains a list of the Accounts currently associated with your Provider Group. Select the user you wish to edit and click **Edit user** to modify an existing user's data. Click **Add new user** to add a new account user to this list.

**Edit an existing user or add a new user.**

To edit an existing user, select the radio button next to the user name then click the Edit user button. To add a new user, click the Add new user button.

Results 1-1 of 1

| User name                                     | Logon ID | User role | Current status |
|---|----------|-----------|----------------|
| <input checked="" type="radio"/> System Admin | sysadmin | admin     | ACTIVE         |

Select the radio button to the left of the User name and select Edit user to reset passwords, change privileges, or deactivate users

### Edit Account Information

Enter all relevant account user information including the First, Middle and Last Name, Login Information, User Role and Status. Once you add the correct information, click **Submit**.

**1 Edit password information** →

Logon ID: sysadmin  
New password:   
Confirm new password:   
User must change password:

**2 Edit user profile information** →

First name: System  
Middle name:   
Last name: Admin  
Suffix:   
Status: ACTIVE  
Assign admin privileges: System administrator

Reset passwords by assigning a temporary password

Change status or administrative privileges of current users

Click Submit to save changes

## iEXCHANGE Administrator – Submitting Providers

**iEXCHANGE Administrator**  
Choose from the links below to perform administration tasks.

**Administer provider group: 4083**

- ▶ Group administration**  
Click the **Group Administration** link above to enter or edit information about your iEXCHANGE Provider Group.
- ▶ Account administration**  
Click the **Account administration** link above to enter or edit information about account users for your iEXCHANGE Provider Group. New users of iEXCHANGE can be set up here.
- ▶ Submitting providers** ← **Select Submitting providers to add providers**  
Click the **Submitting providers** link above to enter or edit information about the providers for which an iEXCHANGE transaction can be submitted. Submitting providers should correspond to healthcare providers within your iEXCHANGE Provider Group. At least one Submitting provider must be set up in order to perform a transaction in iEXCHANGE.
- ▶ Frequent providers**  
Click the **Frequent providers** link above to set up a shortlist to be used in iEXCHANGE to hold the providers your Provider Group most often uses.
- ▶ Frequent procedures**  
Click the **Frequent procedures** link above to set up a shortlist to be used in iEXCHANGE to hold the procedure codes your Provider Group most often uses.
- ▶ Frequent diagnoses**  
Click the **Frequent diagnoses** link above to set up a shortlist to be used in iEXCHANGE to hold the diagnosis codes your Provider Group most often uses.

## iEXCHANGE Administrator – Submitting Providers

Submitting providers list

This page contains a list of the Submitting Providers currently associated with your Administrative Group. Click **Add New Provider** to add a new provider to this list. Click **Edit** to modify an existing provider's data. Click **Delete** to remove an existing provider from the list.

|   | Organization or Provider name | Roles   |
|---|-------------------------------|---------|
| <input type="button" value="Edit"/> <input type="button" value="Delete"/> | Kildare, John                 | SUBPROV |
| <input type="button" value="Edit"/> <input type="button" value="Delete"/> | Welby, Marcus                 | SUBPROV |
| <input type="button" value="Edit"/> <input type="button" value="Delete"/> | Suess, Theodor                | SUBPROV |
| <input type="button" value="Edit"/> <input type="button" value="Delete"/> | Thomas Jefferson University   | SUBPROV |

Select Edit to change information or add payers for existing providers

Select Delete to remove providers

Select Add new provider to add a new provider to the list

Setup submitting provider

Enter all relevant provider information including the Organization Name OR the Provider First, Middle, and Last Name, address information, phone numbers and Tax ID. Once you add the correct information, click **Next Step** to continue.

1 Step 1: Submitting provider information

|                       |  |
|-----------------------|--|
| Organization name*    | <input type="text" value="Test Group"/>  |
| - OR -                |  |
| First name*           | <input type="text"/>   |
| Middle initial        | <input type="text"/>   |
| Last name*            | <input type="text"/>   |
| Suffix                | <input type="text"/>   |
| -----                 |  |
| Address 1             | <input type="text" value="1313 Mockingbird Lane"/>   |
| Address 2             | <input type="text"/>   |
| City                  | <input type="text" value="Baltimore"/>   |
| State*                | <input type="text" value="Maryland"/>  |
| Zip code              | <input type="text" value="11111"/>   |
| Phone                 | <input type="text" value="410"/> - <input type="text" value="555"/> - <input type="text" value="1212"/> Extension <input type="text"/> |
| -----                 |  |
| NPI                   | <input type="text" value="123456789"/>   |
| Tax ID                | <input type="text" value="111111111"/>   |
| Universal provider ID | <input type="text"/>   |

Enter the requested demographic information for the new provider and click Next step

## iEXCHANGE Administrator – Submitting Providers

2 Step 2: MCO provider ID setup

**Setup submitting provider**

Use this page to associate the selected provider with any number of Payer organizations -- with a unique provider ID for each payer, if necessary. (1) Select the payer from the list. (2) Enter the correct ID number for this provider for the selected payer. (3) Enter a supplemental ID number for this provider for the selected payer, if necessary. (4) Click **Add to List**. (5) Click **Save** when finished adding IDs. You can delete payers from the list by clicking the **Delete** button next to the listed payer.

University Hospital

**A Select a payer:**

Payer\*

▼

AmeriHealth Administrators  
 Independence Administrators

**B Provider ID:**

NPI:

MCO Provider Code\*

123456

Mark as Default Submitting provider

Add to list

Clear form

When this provider is filed they will be immediately available to users for the submission of referral, inpatient and other requests. The provider will not be available in Treatment Search until the Managed Care Organization has approved the submitting provider for use in Treatment Search transactions. Managed Care Organization determines that the submitted Provider ID is not correct or not appropriate then the provider will be removed from the list of available submitting providers for referral, inpatient and other requests.

**Providers for the group:**

|  | Payer | Code | Supplemental | Roles |
|--|-------|------|--------------|-------|
|  |       |      |              |       |

Save list

Cancel

Select a payer from the drop-down list, enter the MCO Provider Code, and click Add to list

*NOTE: Please contact the iEXCHANGE Help Desk at AmeriHealth Administrators for assistance with identifying your MCO Provider Code – 1-888-444-4617*



## iEXCHANGE Administrator – Submitting Providers

**2** Step 2: MCO provider ID setup University Hospital

**A Select a payer:**

Payer\*  
Independence Administrators ▼

**B Provider ID:**

NPI:  
 MCO Provider Code\* 123456 Supplemental Provider ID

Mark as Default Submitting provider

Add to list Clear form

When this provider is filed they will be immediately available to users for the submission of inpatient and other requests. The provider will not be available in Treatment Search until the Managed Care Organization has approved the submitting provider for use in Treatment Search transaction. If the Managed Care Organization determines that the submitted Provider ID is not correct or not applicable then the provider will be removed from the list of available submitting providers for referral, inpatient and other requests.

**Providers for the group:**

|  | Payer                      | Code   | Supplemental | Roles   |
|--|----------------------------|--------|--------------|---------|
| <span style="border: 1px solid black; padding: 2px;">Delete</span> | AmeriHealth Administrators | 123456 |              | SUBPROV |

Save list Cancel

**NOTE:** The MCO provider codes are the same for both AmeriHealth Administrators and Independence Administrators, but need to be added separately.

After you select Add to list for the first payer, you can select a new payer from the drop down list, add the MCO provider code and click Add to list again

## iEXCHANGE Administrator – Submitting Providers

**A Select a payer:**

Payer\*

**B Provider ID:**

NPI:  
MCO Provider Code\*  Supplemental Provider ID

Mark as Default Submitting provider

When this provider is filed they will be immediately available to users for the submission of referral, inpatient and other requests. The provider will not be available in Treatment Search until the Managed Care Organization has approved the submitting provider for use in Treatment Search transactions. If the Managed Care Organization determines that the submitted Provider ID is not correct or not appropriate, then the provider will be removed from the list of available submitting providers for referral, inpatient and other requests.

**Providers for the group:**

|                                       | Payer                       | Code   | Supplemental | Roles   |
|---------------------------------------|-----------------------------|--------|--------------|---------|
| <input type="button" value="Delete"/> | Independence Administrators | 123456 |              | SUBPROV |
| <input type="button" value="Delete"/> | AmeriHealth Administrators  | 123456 |              | SUBPROV |

**After your payers have been added, they will appear at the bottom of the screen**

**Click Save list and your newly added providers will appear in your drop down lists the next time you access the transaction request screens**

## iEXCHANGE Administrator – Frequent Providers

**iEXCHANGE Administrator**  
Choose from the links below to perform administration tasks.

**Administer provider group: 4083**

- Group administration**  
Click the **Group Administration** link above to enter or edit information about your iEXCHANGE Provider Group.
- Account administration**  
Click the **Account administration** link above to enter or edit information about account users for your iEXCHANGE Provider Group. New users of iEXCHANGE can be set up here.
- Submitting providers**  
Click the **Submitting providers** link above to enter or edit information about the providers for which an iEXCHANGE transaction can be submitted. Submitting providers should correspond to healthcare providers within your iEXCHANGE Provider Group. At least one Submitting provider must be set up in order to perform a transaction in iEXCHANGE.
- Frequent providers** ←  
Click the **Frequent providers** link above to set up a shortlist to be used in iEXCHANGE to hold the providers your Provider Group most often uses.
- Frequent procedures**  
Click the **Frequent procedures** link above to set up a shortlist to be used in iEXCHANGE to hold the procedure codes your Provider Group most often uses.
- Frequent diagnoses**  
Click the **Frequent diagnoses** link above to set up a shortlist to be used in iEXCHANGE to hold the diagnosis codes your Provider Group most often uses.

**Select Frequent providers to add facility, attending and servicing providers**

## iEXCHANGE Administrator – Frequent Providers

### Frequent providers list

This page contains a list of the Frequent Providers currently associated with your Administrative Group. Click **Add New Provider** to add a new provider to this list. Click **Edit** to modify an existing provider's data. Click **Delete** to remove an existing provider from the list.

Provider type: All

| Organization or Provider name | Roles |
|-------------------------------|-------|
| All                           |       |
| Attending                     |       |
| Facility                      |       |
| Servicing                     |       |

To view providers that have already been added, select a Provider type and click Go

Click Add new provider to add a provider to the list

### Setup frequent provider

Enter all relevant provider information including the Organization Name OR the Provider First, Middle, and Last Name. Once you add the correct information, click **Next Step** to continue.

**1** Step 1: Submitting provider information

Organization name\*

- OR -

First name\*

Middle initial

Last name\*

Suffix

NPI

Enter provider information and click Next step

## iEXCHANGE Administrator – Frequent Providers

**Setup frequent provider**  
Use this page to associate the selected provider with any number of Payer organizations -- with a unique provider ID for each payer, if necessary. (1) Select the payer from the list. (2) Enter the correct ID number for this provider for the selected payer. (3) Enter a supplemental ID number for this provider for the selected payer, if necessary. (4) Click **Add to List**. (5) Click **Save** when finished adding IDs. You can delete payers from the list by clicking the **Delete** button next to the listed payer.

**2** Step 2: MCO provider ID setup John, Smith

**A Select a payer:**  
Payer\*  
 ▼

**B Provider ID:**  
NPI:  
MCO Provider Code\*  Supplemental Provider ID

**C Select provider roles:**

| Provider Role   | Mark as default for the role in the group |
|---|---|
| <input type="checkbox"/> Servicing provider             | <input type="checkbox"/>                  |
| <input checked="" type="checkbox"/> Attending physician | <input type="checkbox"/>                  |
| <input type="checkbox"/> Facility                       | <input type="checkbox"/>                  |

Select a payer from the drop-down list, enter the MCO Provider Code, select a Provider Role, and click Add to list

***NOTE:** Please contact the iEXCHANGE Help Desk at AmeriHealth Administrators for assistance with identifying your MCO Provider Code – 1-888-444-4617*

## iEXCHANGE Administrator – Frequent Providers

**2** Step 2: MCO provider ID setup Smith, John

**A Select a payer:**

Payer\*  
Independence Administrators ▼

**B Provider ID:**

NPI:  
 MCO Provider Code\* 123456      Supplemental Provider ID

**C Select provider roles:**

| Provider Role   | Mark as default for this role in the group |
|---|--|
| <input type="checkbox"/> Servicing provider             | <input type="checkbox"/>                   |
| <input checked="" type="checkbox"/> Attending physician | <input type="checkbox"/>                   |
| <input type="checkbox"/> Facility                       | <input type="checkbox"/>                   |

Add to list   Clear form

**Providers for the group:**

|  | Payer                      | Code   | Supplemental | Roles   |
|--|----------------------------|--------|--------------|---------|
| <span style="border: 1px solid black; padding: 2px;">Delete</span> | AmeriHealth Administrators | 123456 |              | ATTPROV |

**NOTE:** The MCO provider codes are the same for both AmeriHealth Administrators and Independence Administrators, but need to be added separately.

After you select Add to list for the first payer, you can select a new payer from the drop down list, add the MCO provider code, select a Provider Role, and click Add to list again

Save list   Cancel

## iEXCHANGE Administrator – Frequent Providers

**2** Step 2:  
MCO provider ID setup

**A Select a payer:**

Payer\*

**B Provider ID:**

NPI:  
MCO Provider Code\*  Supplemental Provider ID

**C Select provider roles:**

| Provider Role                                | Mark as default for the role in the group |
|--|---|
| <input type="checkbox"/> Servicing provider  | <input type="checkbox"/>                  |
| <input type="checkbox"/> Attending physician | <input type="checkbox"/>                  |
| <input type="checkbox"/> Facility            | <input type="checkbox"/>                  |

**Providers for the group:**

|                                       | Payer                       | Code   | Supplemental | Roles   |
|---------------------------------------|-----------------------------|--------|--------------|---------|
| <input type="button" value="Delete"/> | Independence Administrators | 123456 |              | ATTPROV |
| <input type="button" value="Delete"/> | AmeriHealth Administrators  | 123456 |              | ATTPROV |

After your payers have been added, they will appear at the bottom of the screen

Click Save list and your newly added providers will appear in your drop down lists the next time you access the transaction request screens

## iEXCHANGE Administrator – Frequent Procedures

**iEXCHANGE Administrator**  
Choose from the links below to perform administration tasks.

**Administer provider group: 4083**

- ▶ Group administration**  
Click the **Group Administration** link above to enter or edit information about your iEXCHANGE Provider Group.
- ▶ Account administration**  
Click the **Account administration** link above to enter or edit information about account users for your iEXCHANGE Provider Group. New users of iEXCHANGE can be set up here.
- ▶ Submitting providers**  
Click the **Submitting providers** link above to enter or edit information about the providers for which an iEXCHANGE transaction can be submitted. Submitting providers should correspond to healthcare providers within your iEXCHANGE Provider Group. At least one Submitting provider must be set up in order to perform a transaction in iEXCHANGE.
- ▶ Frequent providers**  
Click the **Frequent providers** link above to set up a shortlist to be used in iEXCHANGE to hold the providers your Provider Group most often uses.
- ▶ Frequent procedures** ←  
Click the **Frequent procedures** link above to set up a shortlist to be used in iEXCHANGE to hold the procedure codes your Provider Group most often uses.
- ▶ Frequent diagnoses**  
Click the **Frequent diagnoses** link above to set up a shortlist to be used in iEXCHANGE to hold the diagnosis codes your Provider Group most often uses.

**Select Frequent procedures to add frequently used codes**



## iEXCHANGE Administrator – Frequent Procedures

### Frequent Procedures

You can add procedures to the list of frequently used procedures. Click **Add to list** to access the add procedure page. You can edit already listed procedures--click **Edit** next to the listed procedure to access the add procedure page for the selected procedure. You can delete procedures from the list--click **Delete** next to the listed procedure. When you are finished, click **Cancel** to return to the iEXCHANGE Administrator Home.

|                                     |                                       | Procedure code | Procedure description                    |
|-------------------------------------|---------------------------------------|----------------|--|
| <input type="button" value="Edit"/> | <input type="button" value="Delete"/> | 27130          | Total Hip Replacement                    |
| <input type="button" value="Edit"/> | <input type="button" value="Delete"/> | 27447          | Total Knee Replacement                   |
| <input type="button" value="Edit"/> | <input type="button" value="Delete"/> | 29870          | Arthroscopy, Knee                        |
| <input type="button" value="Edit"/> | <input type="button" value="Delete"/> | 31622          | Bronchoscopy, Diagnostic                 |
| <input type="button" value="Edit"/> | <input type="button" value="Delete"/> | 31628          | Biopsy, Lung                             |
| <input type="button" value="Edit"/> | <input type="button" value="Delete"/> | 33210          | Pacemaker Insertion                      |
| <input type="button" value="Edit"/> | <input type="button" value="Delete"/> | 33518          | CABG                                     |
| <input type="button" value="Edit"/> | <input type="button" value="Delete"/> | 42820          | Tonsillectomy and Adenoidectomy, age <12 |
| <input type="button" value="Edit"/> | <input type="button" value="Delete"/> | 42826          | Tonsillectomy                            |
| <input type="button" value="Edit"/> | <input type="button" value="Delete"/> | 43846          | Gastric Bypass                           |
| <input type="button" value="Edit"/> | <input type="button" value="Delete"/> | 44140          | Colectomy, Partial                       |
| <input type="button" value="Edit"/> | <input type="button" value="Delete"/> | 44152          | Colectomy, Total                         |
| <input type="button" value="Edit"/> | <input type="button" value="Delete"/> | 44950          | Appendectomy                             |
| <input type="button" value="Edit"/> | <input type="button" value="Delete"/> | 45378          | Colonoscopy                              |

Procedure codes that have been added previously can be edited or deleted

|                                     |                                       |       |                    |
|-------------------------------------|---------------------------------------|-------|--------------------|
| <input type="button" value="Edit"/> | <input type="button" value="Delete"/> | A0428 | Ambulance Transfer |
|-------------------------------------|---------------------------------------|-------|--------------------|

Click on Add to list to add new procedure codes

## iEXCHANGE Administrator – Frequent Procedures

### Edit Frequent Procedures

Enter a procedure code and description and then click **Save** to save your changes to the list of frequent procedures.

| Procedure code       | Procedure description |
|----------------------|-----------------------|
| <input type="text"/> | <input type="text"/>  |

Enter the Procedure code and description

|       |  |
|-------|--|
| 97110 | Physical Therapy                         |
| 99214 | Office Visit                             |
| 99302 | Skilled Nursing Visit                    |
| 99537 | Occupational Therapy, Outpatient Setting |
| A0428 | Ambulance Transfer                       |

Save Cancel Top

Click Save and the newly added codes will appear in your drop down list the next time you access the transaction request screens

## iEXCHANGE Administrator – Frequent Diagnoses

**iEXCHANGE Administrator**  
Choose from the links below to perform administration tasks.

**Administer provider group: 4083**

- Group administration**  
Click the **Group Administration** link above to enter or edit information about your iEXCHANGE Provider Group.
- Account administration**  
Click the **Account administration** link above to enter or edit information about account users for your iEXCHANGE Provider Group. New users of iEXCHANGE can be set up here.
- Submitting providers**  
Click the **Submitting providers** link above to enter or edit information about the providers for which an iEXCHANGE transaction can be submitted. Submitting providers should correspond to healthcare providers within your iEXCHANGE Provider Group. At least one Submitting provider must be set up in order to perform a transaction in iEXCHANGE.
- Frequent providers**  
Click the **Frequent providers** link above to set up a shortlist to be used in iEXCHANGE to hold the providers your Provider Group most often uses.
- Frequent procedures**  
Click the **Frequent procedures** link above to set up a shortlist to be used in iEXCHANGE to hold the procedure codes your Provider Group most often uses.
- Frequent diagnoses** ←  
Click the **Frequent diagnoses** link above to set up a shortlist to be used in iEXCHANGE to hold the diagnosis codes your Provider Group most often uses.

Select Frequent diagnoses to add frequently used codes

## iEXCHANGE Administrator – Frequent Diagnoses

### Frequent Diagnoses

You can add diagnoses to the list of frequently used diagnoses. Click **Add to list** to access the add diagnosis page. You can edit already listed diagnoses--click **Edit** next to the listed diagnosis to access the add diagnosis page for the selected diagnosis. You can delete diagnoses from the list--click **Delete** next to the listed diagnosis. When you are finished, click **Cancel** to return to the iEXCHANGE Administrator Home.

|   | Diagnosis code | Diagnosis description |
|---|----------------|-----------------------|
| <input type="button" value="Edit"/> <input type="button" value="Delete"/> | 153.9          | Colon Cancer          |
| <input type="button" value="Edit"/> <input type="button" value="Delete"/> | 162.9          | Lung Cancer           |
| <input type="button" value="Edit"/> <input type="button" value="Delete"/> | 179            | Uterine Cancer        |
| <input type="button" value="Edit"/> <input type="button" value="Delete"/> | 218.9          | Uterine leiomyoma     |
| <input type="button" value="Edit"/> <input type="button" value="Delete"/> | 250.00         | Diabetes              |
| <input type="button" value="Edit"/> <input type="button" value="Delete"/> | 278.01         | Morbid Obesity        |
| <input type="button" value="Edit"/> <input type="button" value="Delete"/> | 311            | Depression            |

Diagnosis codes that have been added previously can be edited or deleted

|   |       |  |
|---|-------|--|
| <input type="button" value="Edit"/> <input type="button" value="Delete"/> | 799.9 | Unspecified Diagnosis                        |
| <input type="button" value="Edit"/> <input type="button" value="Delete"/> | 998.9 | Postoperative Complications                  |
| <input type="button" value="Edit"/> <input type="button" value="Delete"/> | V22.2 | Pregnancy                                    |
| <input type="button" value="Edit"/> <input type="button" value="Delete"/> | V23.9 | High Risk Pregnancy, not otherwise specified |

Click on Add to list to add new diagnosis codes

## iEXCHANGE Administrator – Frequent Diagnoses

**Edit Frequent Diagnoses**  
Enter a diagnosis code and description and then click **Save** to save your changes to the list of frequent diagnoses.

| Diagnosis code       | Diagnosis description |
|----------------------|-----------------------|
| <input type="text"/> | <input type="text"/>  |

Procedure codes that have been added previously can be edited or deleted

|       |  |
|-------|--|
| 799.9 | Unspecified Diagnosis                        |
| 998.9 | Postoperative Complications                  |
| V22.2 | Pregnancy                                    |
| V23.9 | High Risk Pregnancy, not otherwise specified |

Click Save and the newly added codes will appear in your drop down list the next time you access the transaction request screens

Save Cancel Top

## iEXCHANGE Frequently Asked Questions

### **What transactions are supported via iEXCHANGE®?**

Inpatient and Outpatient Certification and Extensions  
Treatment Search  
Provider Search  
Member Search  
Treatment Update Search

### **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 AmeriHealth Administrators or Independence Administrators 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®.

### **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).

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

Yes.

### **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.