



AmeriHealth Administrators – Aerial iExchange

May 2016



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Aerial iExchange Overview



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iExchange

- Allows providers to perform healthcare transactions with health plans and payers using the Internet
 - » Supports 4 tiers of health care request processing:
 - Submission
 - Transaction editing
 - Pre-processing business rules (eligibility verification, provider network status, etc.)
 - Final determination (approval, pend status)
 - » Receive **auto-approvals** based on clinical and business rules



Key Features

- Real-time approval for initial requests and extensions
- Immediate posting to work queues for exception cases
- Pre-certification status inquiries
- Ability to present questionnaires that may impact the request status
- Delegated security model
 - » Allows iExchange administrative users to create and maintain user ids for the group



Getting Started

- » URL
 - » In addition to accessing iExchange via the AmeriHealth Administrators provider portal, you can also create a shortcut on your desktop using the below URL
 - » <https://nexaligniexchange.medecision.com/IEApp/login/providerLogin.faces?mcoCobrandingId=>
- » Login information is case sensitive
 - » User ID, iEXCHANGE ID and Password are required
 - » Users will be prompted to change passwords every 30 days
- » Upon Initial login – **New Users** will be asked to provide:
 - » E-mail address
 - » Security question and answer
 - » This will allow users to reset passwords electronically
- » System time out
 - » If there is no activity for a period of 60 minutes, users will be “timed out” of iEXCHANGE and you will received the below message:
 - » "Your session has expired. Please, login again."



Navigation Tip

- » Do not use the “Back” button to navigate in iEXCHANGE
 - » At the bottom of most pages you will see buttons (such as “Cancel”, “Back”, or “New Search”) that allow you to return to previous pages
 - » You can click the “Starting point” block in the upper left hand corner at anytime to return to the main page

Initial Login



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HELP


Welcome | Provider login

Provider login

User ID ← Enter your User ID

iExchange ID

Password

 [Forgot Password? Click here.](#)

Not yet registered? [Click here to sign up today.](#)

Enter your **User ID**, the **iExchange ID** assigned to your office, and then your **Password**. Click the Login button to connect. Note that the IDs and Password you must enter are case-sensitive. You must enter each with the appropriate upper and lower-case letters as used when each was set up.

Need help logging in? Click the Help link above if you need more information to successfully connect to iExchange.



HELP

Welcome


Provider
login

Provider login

User ID

iExchange ID

Password

 **Forgot Password? Click [here](#).**

Not yet registered? Click [here](#) to sign up today.

Enter your
iExchange ID

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Setting Up your Security Question



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Provider Test Group

Test User [log out](#)

[?](#) last log in:

[HELP](#) | [PREFERENCES](#)

Edit user profile

Edit User Profile

Edit your user account profile information including your name, email address, and security question and answer. Your address and security question and answer are required so that should you forget your password you may then reset your password by answering the security question and have a temporary password sent to you via email. When answering the security question, it is recommended that the answer be memorable and not easily guessable by others. An answer that could be potentially guessed may be made more secure by adding memorable numbers to the end or by spelling it backwards. For example, using mother's maiden name of 'smith' could be made more secure as 'smith1234' or as 'htims'. Once you have edited your user account profile information, click **Save**.

User account setup must be completed before you proceed. The following fields must be valued: Email address, confirm Email address, one security question and answer.

1 Edit user profile information

First name

Middle name
optional

Last name

2 Add/Edit email address

Email address

Confirm email address

3 Select security question

Security question

Security answer

Upon initial login, users will be asked to provide an e-mail address

Save



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1 Edit user profile information →

First name

Middle name optional

Last name

- What is your favorite author?
- What is your favorite historical character?
- What is your favorite holiday destination?
- What is your favorite movie?
- What is your favorite musical artist?
- What is your mother's maiden name?
- What was the name of the boy or girl you first kissed?
- What was the name of your favorite childhood friend?
- What was the name of your first grade teacher?
- What was your high school mascot?**

2 Add/Edit email address →

Email address

Confirm email address

3 Select security question →

Security question

Security answer

Save

Users will also be asked to select a security question and answer



Edit user profile				
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Confirm email address

3 Select security question →

Security question

Security answer

Click Save to login



iExchange Starting Point

Starting point	Inpatient	Other	Referral	Search
Frequently used payers ▶	want to submit a transaction. You may need to scroll to find the payer you			
Other available payers ▶	<ul style="list-style-type: none"> AmeriHealth Administrators Independence Administrators 			

Select your payer from the Frequently used payers list