BlueCross BlueShield of Texas

iEXCHANGE® Web Tip Sheet

Applicable Plans	• HMO Blue® Texas • BlueChoice® PPO/POS • BlueChoice Solutions PPO/POS • FEP
iEXCHANGE Transactions Allowed	• Inpatient Precertifications • Maternity Notifications • Referrals • Patient Clinical Summary • Clinical Updates *(for pended cases only)* • Provider Search • Treatment Search (need Member ID or Case ID) • Treatment Update • Interplan Requests
Login Information	• Link to iEXCHANGE log-in screen can be added to your favorites or shortcut can be placed on your desktop • Each user will have a User ID *(Login Name)*and password created • An iEXCHANGE account is created for the provider group versus on an individual level. Each user of a provider group will use the same iEXCHANGE ID created for that provider group • Passwords will be reset by the user every 30 days
New Users	• Office Administrators are assigned for your provider office/provider group/facility to add new users, and to set up additional information to the drop down menus for all users at a provider office/provider group/facility
Member ID / Search Capability	• Member Search requires a Member ID • Exclude 3 letter alpha prefix and enter the remaining portion of the member's ID exactly as it appears on card, i.e. ZGB01AB234C5 – enter as 01AB234C5 • FEP members require the "R" first, then rest of numbers • Last Name, DOB search needed if more than one member exists on the policy • Must review Existing Cases prior to selecting member to submit new transaction
Provider Search Capability	• Multiple provider searches available, including name, phone number & NPI • Geographic search available by State, County, City, Zip • Recommend to perform a provider search prior to setting up Provider Drop Downs to gather correct ID
Case ID	• A Case ID is displayed as part of the finalized real-time response
Support Information *(Assists providers when they are having difficulty utilizing the iEXCHANGE system, i.e. need provider identifier, diagnosis codes, reporting issues, resetting Office Administrators password, etc.)*	• Texas iEXCHANGE Support Desk at BCBSTX • Call **1.800.441.9188**, select 1 (English), then select 3 (preauthorizations & referrals), then select 2 (for assistance with the iEXCHANGE system) • Hours: 8:00 am – 5:00 pm, CST, M-F • Online Help Section in the iEXCHANGE Web application • Web Password Reset Form available on BCBSTX Web site
Medical Care Management *(Reviews referrals and inpatient certifications not completed in the iEXCHANGE system)*	• Call **1.800.441.9188**, select 1 (English), then select 3 (preauthorizations & referrals), then select 3 (preauthorizations & referrals) again, then select 2 (Medical/Surgical) • Hours: 6:00 am – 6:00 pm, CST, M-F and non-legal holidays and 9:00 am to 12:00 pm (noon) CST, Saturday, Sunday and legal holidays • Messages may be left in a confidential voice mailbox after business hours

Note: *This information does not replace the detailed information in the iEXCHANGE Web Reference Guide*