

## iEXCHANGE® Web Tip Sheet

<p><b>Applicable Plans</b></p>	<ul style="list-style-type: none"> <li>• HMO Blue® Texas</li> <li>• BlueChoice® PPO/POS</li> <li>• BlueChoice Solutions PPO/POS</li> <li>• FEP</li> </ul>
<p><b>iEXCHANGE Transactions Allowed</b></p>	<ul style="list-style-type: none"> <li>• Inpatient Certifications</li> <li>• Maternity Notifications</li> <li>• Referrals</li> <li>• Patient Clinical Summary</li> <li>• Member Search to verify active coverage</li> <li>• Provider Search</li> <li>• Treatment Search (need Member ID or Case ID)</li> <li>• Treatment Update</li> <li>• Interplan Requests</li> </ul>
<p><b>Login Information</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Link to iEXCHANGE log-in screen</a> can be added to your favorites or shortcut can be placed on your desktop</li> <li>• Each user will have a User ID (<i>Login Name</i>) and password created</li> <li>• 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</li> <li>• Passwords will be reset by the user every 90 days</li> </ul>
<p><b>New Users</b></p>	<ul style="list-style-type: none"> <li>• 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</li> </ul>
<p><b>Member ID/ Search Capability</b></p>	<ul style="list-style-type: none"> <li>• Member Search requires a Member ID</li> <li>• 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</li> <li>• FEP members require the "R" first, then rest of numbers</li> <li>• Last Name, DOB search needed if more than one member exists on the policy</li> <li>• Must review Existing Cases prior to selecting member to submit new transaction</li> </ul>
<p><b>Provider Search Capability</b></p>	<ul style="list-style-type: none"> <li>• Multiple provider searches available, including name, phone number &amp; NPI</li> <li>• Geographic search available by State, County, City, Zip</li> <li>• Recommend to perform a provider search prior to setting up Provider Drop Downs to gather correct ID</li> </ul>
<p><b>Case ID</b></p>	<ul style="list-style-type: none"> <li>• A Case ID is displayed as part of the finalized real-time response</li> </ul>
<p><b>Support Information</b> <i>(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.)</i></p>	<ul style="list-style-type: none"> <li>• Texas iEXCHANGE Support Desk at BCBSTX</li> <li>• Call <b>1.800.441.9188</b>, select 1, then select 4</li> <li>• Hours: 8:00 am – 5:00 pm, CST, M-F</li> <li>• Online Help Section in the iEXCHANGE Web application</li> <li>• <a href="#">Web Password Reset Form</a> available on BCBSTX Web site</li> </ul>
<p><b>Medical Care Management</b> <i>(Reviews referrals and inpatient certifications not completed in the iEXCHANGE system)</i></p>	<ul style="list-style-type: none"> <li>• Call <b>1.800.441.9188</b>, select 1, then select 3</li> <li>• 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</li> <li>• Messages may be left in a confidential voice mailbox after business hours</li> </ul>

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

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