

iEXCHANGE® IVR Tip Sheet

<p>Applicable Plans</p>	<ul style="list-style-type: none"> • HMO Blue® Texas • BlueChoice® PPO/POS • BlueChoice Solutions PPO/POS • FEP 																												
<p>iEXCHANGE Transactions Allowed</p>	<ul style="list-style-type: none"> • Inpatient Certifications • Maternity Notifications • Referrals • Treatment Search (Need Member ID and Case ID) 																												
<p>Access Information</p>	<ul style="list-style-type: none"> • Call 1-800-413-0869 • Available 24/7 <i>Exception: The 3rd Sunday of every month the system will be unavailable from 11:00 am – 2:00 pm CST</i> 																												
<p>Member ID</p>	<ul style="list-style-type: none"> • Member ID required • Exclude the 3 letter alpha prefix • Enter remaining portion of Member's ID exactly as it appears on the card converting the alpha characters using the table below • FEP members require the *73 first to replace the "R", then rest of numbers, followed by # key • Relationship code required if dependents. Note: Listen carefully to the name spelled back and if not the right dependent, then select "next" to hear the next dependent's name 																												
<p>Provider Identifier</p>	<ul style="list-style-type: none"> • National Provider Identifier (NPI) is required • Verify a provider's NPI by accessing the online directory, Provider Finder, at www.bcbstx.com 																												
<p>Converting Alpha Characters</p>	<p>When entering a letter (alphabetic character) using your telephone's key pad, please use the following guide to convert the letter (alpha character) in the ICD-9 code:</p> <ul style="list-style-type: none"> • Press the * key (asterisk) to indicate that you are entering a letter. • Press the key on the phone pad that contains the letter you wish to enter. • Indicate the letter you wish to select by entering the appropriate number on your phone's key pad. <table border="1" data-bbox="787 1087 1323 1318"> <tr> <td>A = 21</td> <td>H = 42</td> <td>O = 63</td> <td>V = 83</td> </tr> <tr> <td>B = 22</td> <td>I = 43</td> <td>P = 71</td> <td>W = 91</td> </tr> <tr> <td>C = 23</td> <td>J = 51</td> <td>Q = 72</td> <td>X = 92</td> </tr> <tr> <td>D = 31</td> <td>K = 52</td> <td>R = 73</td> <td>Y = 93</td> </tr> <tr> <td>E = 32</td> <td>L = 53</td> <td>S = 74</td> <td>Z = 94</td> </tr> <tr> <td>F = 33</td> <td>M = 61</td> <td>T = 81</td> <td></td> </tr> <tr> <td>G = 41</td> <td>N = 62</td> <td>U = 82</td> <td></td> </tr> </table>	A = 21	H = 42	O = 63	V = 83	B = 22	I = 43	P = 71	W = 91	C = 23	J = 51	Q = 72	X = 92	D = 31	K = 52	R = 73	Y = 93	E = 32	L = 53	S = 74	Z = 94	F = 33	M = 61	T = 81		G = 41	N = 62	U = 82	
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<p>Diagnosis Entry</p>	<ul style="list-style-type: none"> • Enter diagnosis code without the decimal followed by the # key • If applicable, you will need to convert the alpha prefix to numeric. Refer to instructions on page 3 of the IVR Reference Guide. Example: V70.0 = *83700# 																												
<p>Date Entry Format</p>	<ul style="list-style-type: none"> • 2-digit month, 2-digit day and 4-digit year format followed by the # key Example: 05232008# 																												
<p>Support Information <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"> • 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 																												
<p>Medical Care Management <i>(Reviews referrals and inpatient certifications not completed in the iEXCHANGE system)</i></p>	<ul style="list-style-type: none"> • 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 IVR Reference Guide