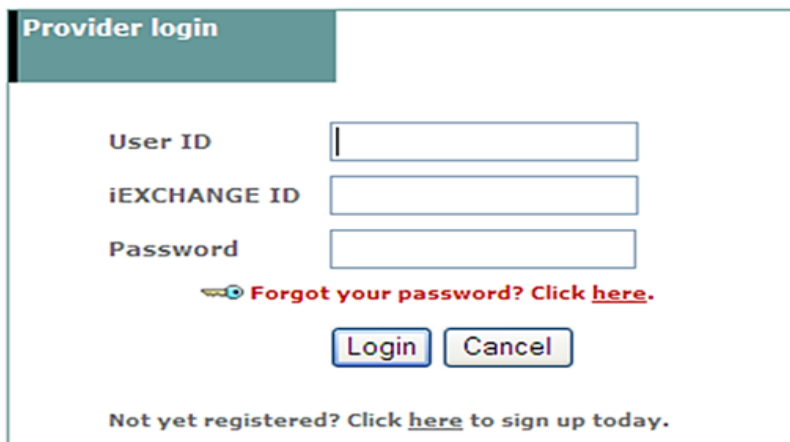


# Submitting a Treatment Search

The iEXCHANGE Web-based tool supports direct submissions and provides online approval of benefits for preauthorization requests. Listed below are the steps for submitting a treatment search request to Blue Cross and Blue Shield of New Mexico (BCBSNM). A treatment search should be performed to locate cases that have been requested for your provider organization. iEXCHANGE is available 24 hours a day, 7 days a week – with the exception of every third Sunday of the month when the system will be unavailable from 10 a.m. to 1 p.m. MT.

## What You Need to Begin

- **User ID** - Each user will be assigned a unique User ID by their organization's iEXCHANGE Administrator.
- **iEXCHANGE ID** - A unique number BCBSNM assigns to provider organizations registered with iEXCHANGE.
- **Password** – New users are supplied a temporary password by their iEXCHANGE Administrator.




**Provider login**

User ID

iEXCHANGE ID

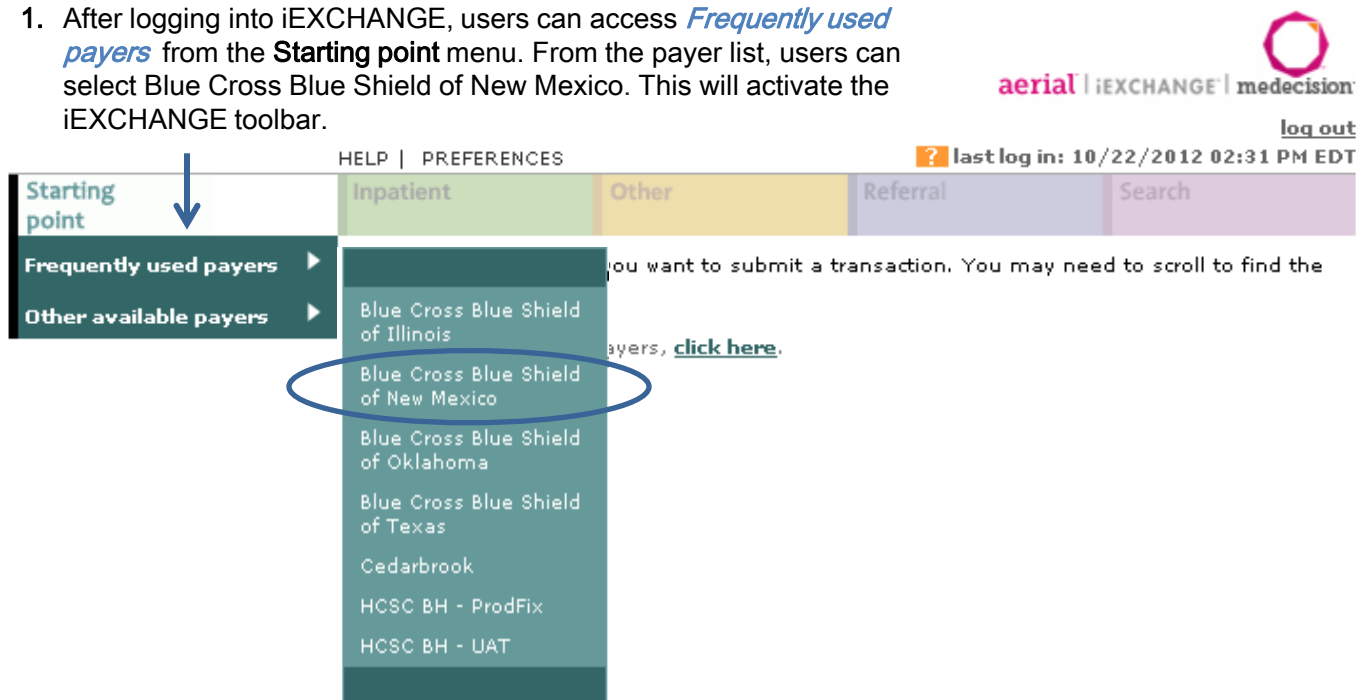
Password

 **Forgot your password? Click [here](#).**

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

## Submitting a Treatment Search Request

1. After logging into iEXCHANGE, users can access *Frequently used payers* from the **Starting point** menu. From the payer list, users can select Blue Cross Blue Shield of New Mexico. This will activate the iEXCHANGE toolbar.



HELP | PREFERENCES last log in: 10/22/2012 02:31 PM EDT [log out](#)

**Starting point** ↓

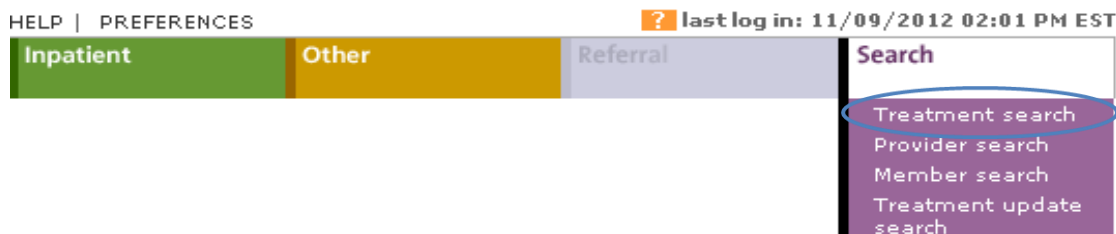
**Frequently used payers** ▶

**Other available payers** ▶

- Inpatient
- Other
- Referral
- Search
- Blue Cross Blue Shield of Illinois
- Blue Cross Blue Shield of New Mexico**
- Blue Cross Blue Shield of Oklahoma
- Blue Cross Blue Shield of Texas
- Cedarbrook
- HCSC BH - ProdFix
- HCSC BH - UAT

you want to submit a transaction. You may need to scroll to find the payers, [click here](#).

2. After clicking the **Search** tab, select *Treatment search* to begin your request.



## Search instructions

Use this page to perform various searches. Treatment search allows you to view existing inpatient, other and referral 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 member ID, treatment range, request ID or, depending on the selected payer, by clinical review for treatment information.

### ▶ Provider search

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

### ▶ Member search

Click the **Member search** link, above. The Member search entry page appears. You can search by member ID or, depending on the payer you selected, by last name/date of birth to view detailed member information. If member search by Last name/Date of birth does not identify any members meeting the search criteria, depending on the payer you selected you may be prompted to add a new member.

### ▶ Treatment update search

Click the **Treatment update search** link, above. The Treatment update search entry page appears. You can search for treatment updates by member ID, date range, and update type.

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

Treatment searches can be conducted using the Member ID, Treatment Range or Request ID. The following options 3 to 5 detail the steps needed to search by any of those criteria. The Request ID is the recommended search option to locate a treatment.

## Member ID Search

3. To begin, select **Member ID** from the *Search type* drop-down list.

Enter the BCBSNM *Member ID*, *Start date*, *End date* and *Request type*.

Click **Submit search**

## Treatment search

Use this page to search for existing inpatient requests, other requests and/or referral requests for a member(s) associated with an authorized provider in your group. This association may include submitting providers, servicing providers, facility providers, attending providers and/or the member's PCP.

**Payer Notice:**

To view cases submitted to BCBSIL prior to August 19, 2012, or submitted to BCBSNM, BCBSOK or BCBSTX prior to September 16, 2012, please click the **Select a different payer** link above to return to the **Starting point** page. Once there, click on ... [more information](#)

Search type

Member ID

Member ID

Member search

Start date

5 / 19 / 2012 (mm/dd/yyyy)

End date

5 / 14 / 2013 (mm/dd/yyyy)

Request type

Show Inpatient, Other, Prior Auth and Referral treatments

☒ All requests ☐ Open requests
**Authorized provider(s)**

Select one, multiple, or all authorized providers in the list. The providers in the list are providers in your group who have been approved by the payer you have selected for use in treatment search.

All providers

Name	MCO ID	NPI ID	Additional info	Remove
All providers				<a href="#">X</a>

Submit search

Clear form

Cancel

*Tip:* When entering the Member ID, the alpha prefix should not be included.

## Treatment Range Search

4. To begin, select **Treatment Range** from the *Search type* drop-down list.

Enter the *Start date*, *End date* and *Request type*.

Click **Submit search**

## Treatment search

Use this page to search for existing inpatient requests, other requests and/or referral requests for a member(s) associated with an authorized provider in your group. This association may include submitting providers, servicing providers, facility providers, attending providers and/or the member's PCP.

**Payer Notice:**

To view cases submitted to BCBSIL prior to August 19, 2012, or submitted to BCBSNM, BCBSOK or BCBSTX prior to September 16, 2012, please click the **Select a different payer** link above to return to the **Starting point** page. Once there, click on ... [more information](#)

Search type

Treatment Range

Start date

11 / 15 / 2012 (mm/dd/yyyy)

End date

11 / 22 / 2012 (mm/dd/yyyy)

Request type

Show Inpatient, Other, Prior Auth and Referral treatments

☒ All requests ☐ Open requests
**Authorized provider(s)**

Select one, multiple, or all authorized providers in the list. The providers in the list are providers in your group who have been approved by the payer you have selected for use in treatment search.

All providers

Name	MCO ID	NPI ID	Additional info	Remove
All providers				<a href="#">X</a>

Submit search

Clear form

Cancel

## Request ID Search

## Treatment search

Use this page to search for existing inpatient requests, other requests and/or referral requests for a member(s) associated with an authorized provider in your group. This association may include submitting providers, servicing providers, facility providers, attending providers and/or the member's PCP.

**Payer Notice:**

To view cases submitted to BCBSIL prior to August 19, 2012, or submitted to BCBSNM, BCBSOK or BCBSTX prior to September 16, 2012, please click the **Select a different payer** link above to return to the **Starting point** page. Once there, click on ... [more information](#)

5. To begin, select **Request ID** from the **Search type** drop-down list and enter the number in the **Request ID** field.

Search type

Request ID

*Tip:* The **Request ID** is provided after your request is submitted.

Request ID

Authorized provider(s)

Select one, multiple, or all authorized providers in the list. The providers in the list are providers in your group who have been approved by the payer you have selected for use in treatment search.

All providers

Name	MCO ID	NPI ID	Additional info	Remove
All providers				<a href="#">X</a>

Click **Submit search**

Submit search

Clear form

Cancel

## Treatment Search Details

## Treatment search details

This page lists the treatment you selected including the request ID, member data, and all services. When applicable and if supported by the payer, additional functionality is available under Request actions and within the Summary table. Click **Request actions** to access the following: **View patient clinical summary**, **View clinical documents**, **View or add to notes**, **Attach new file**, **Enter discharge date and disposition** for inpatient request, **Edit admit date** for inpatient request, or **Add services** to other request. Links available in the Summary table are: **Extend**, **Clinical review**, and **Questionnaire**. Click the **New search** button, to search for treatments using different search criteria.

Request ID - 12345AABBC

Request actions ▼

## Summary

LOS start/end date	Days	Status
08/31/2012 - 09/02/2012	2	<b>APPROVE</b>

## Inpatient request information

Member

Doe, Jane

6. After selecting **Submit search**, a summary of treatment details will display. This will include the **Request ID** and **Status**.

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Please note that the fact that a service has been preauthorized/pre-certified is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility and the terms of the member's certificate of coverage applicable on the date services were rendered.