



Adding Submitting Providers

The iEXCHANGE web-based tool supports direct submissions and provides online approval of benefits for preauthorization requests. Listed below are the steps for creating or editing a submitting provider quick-pick list within iEXCHANGE. A submitting provider is the individual or organization submitting a preauthorization request to Blue Cross and Blue Shield of New Mexico (BCBSNM) for specific services rendered. 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 2 p.m. (MT). **Note:** [If you are an out-of-area provider, you will not be required to add submitting providers to submit a pre-service review for a BCBSNM member]

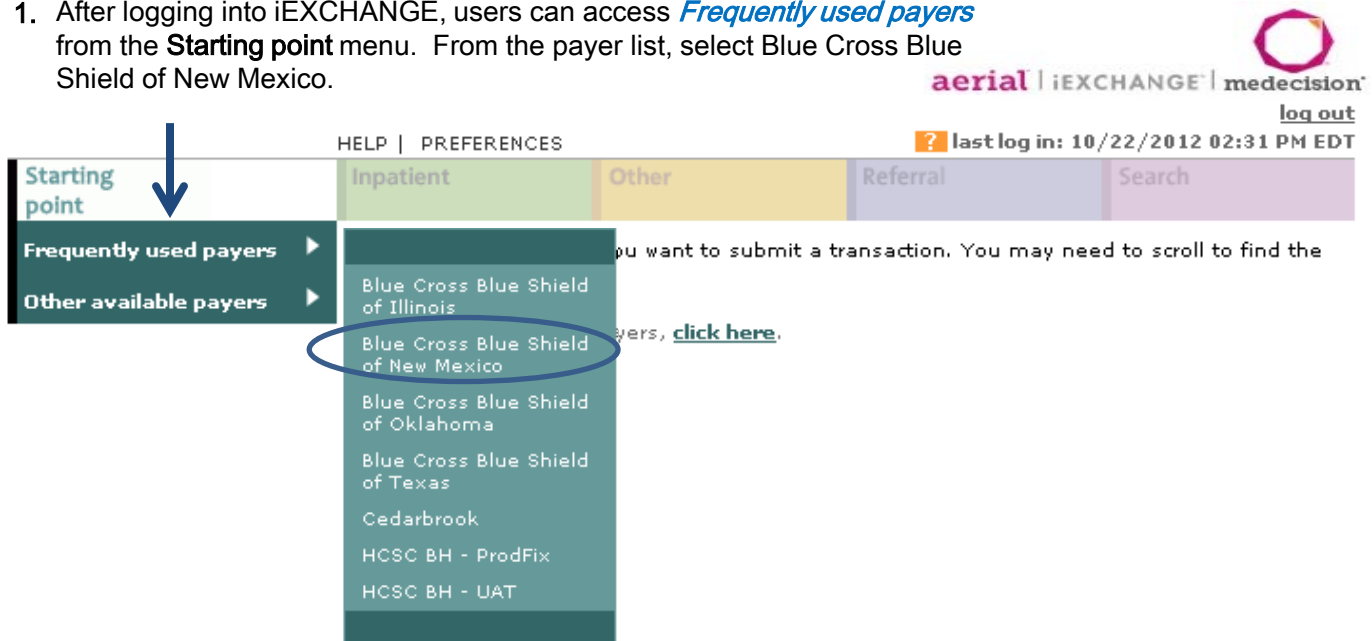
Direct Access (Available to BCBSNM contracted providers only)

- **User ID** – Each user is 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.

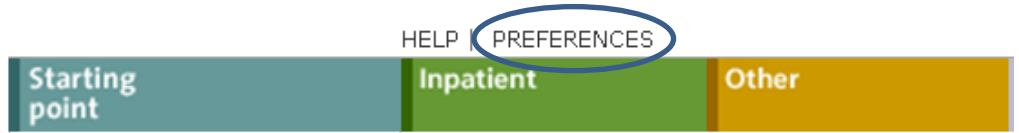


Creating or Editing a Submitting Provider Quick-Pick List

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



2. Select *Preferences* located above the **Starting point** menu. Users will be taken to the **iEXCHANGE preferences** menu.



3. From the **iEXCHANGE preferences** menu, select *iEXCHANGE administration*.

HELP | PREFERENCES

Change password	iEXCHANGE administration	Edit user profile		
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iEXCHANGE preferences

Use this page to access various maintenance functions.

▶ [Change password](#)

Click the **Change password** link, above.

▶ [iEXCHANGE administration](#)

Click the **iEXCHANGE administration** link, above.

▶ [Edit user profile](#)

Click the **Edit user profile** link, above.

4. After clicking on **iEXCHANGE administration**, select *Submitting providers*.

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iEXCHANGE administration

Choose from the links below to perform administration tasks.

Administer provider group: HCSC Production Verification Id - 41237

▶ Edit provider group

Click the **Edit provider group** link above to enter or edit information about your iEXCHANGE Provider Group.

▶ User account administration

Click the **User account administration** link above to enter or edit information about account users for your iEXCHANGE Provider Group. New users of iEXCHANGE can be set up here.

▶ **Submitting providers**

Click the **Submitting providers** link above to enter or edit information about the providers for which an iEXCHANGE transaction can be submitted. Submitting providers should correspond to healthcare providers within your iEXCHANGE Provider Group. At least one Submitting provider must be set up in order to perform a transaction in iEXCHANGE.

5. Users will be taken to the **Submitting provider summary** page. This page contains a list of the submitting providers associated to the user's specific provider group. To add a new submitting provider to the list, select *Add provider*.

Submitting provider summary

This page contains the list of the Submitting Providers associated with your provider group. Click **Edit** to designate a submitting provider as the default submitting provider. Click **Delete** to remove a submitting provider from the list. Click **Add provider** to add a new submitting provider to the list. Click **Refresh** to refresh the selected provider's name and NPI information from the selected payer's system.

A provider status of 'Inactive' indicates that iEXCHANGE was unable to locate the MCO ID for the provider in the payer's system. Inactive providers do not display in the provider list for treatment request entry or for treatment search for the payer. Refresh providers that have an Inactive status. Use Delete to remove providers that still have an Inactive status after the Refresh.



6. From the **Provider search** screen, select a *Payer*, *Search type* and *Provider type*. Select **Submit search** to view a list of providers that match the search criteria provided.

Provider search

Use this page to search for providers. First select a payer, search type and provider type. Then enter your search criteria. Then click **Submit search**.

Payer

Search type

Provider type

National provider ID

Tip: The recommended **Search type** is National Provider ID. After selecting **National Provider ID** as the **Search type**, users will be asked to enter the Type 1 NPI of the provider.

7. Once you have located the provider name to be added to the submitting provider quick-pick list, click the **Select** button to the left of the provider name.

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	Name	MCO ID	NPI	Address	Specialty	Phone
<input type="button" value="Select"/>	JOHN DOE HOSPITAL	HOHH000D000000	1234567890	123 ANYPLACE ROAD ANYPLACE, NM 12345-1234	PRIVATE ROOM	(999) 999-9999

8. From the **Submitting provider details** screen, click **Save** to submit your request.

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password**iEXCHANGE
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profile

Submitting provider details

Use this page to specify whether the submitting provider should be the default submitting provider. (1) Select the Yes button if you want the provider to be the default submitting provider in the list. (2) Enter any additional information that should be displayed with the provider in the list.

Provider name: John Doe Hospital

Default provider for the list? Yes NoAdditional information
optional**Save** Cancel

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