




Submitting a Treatment Search

The iEXCHANGE® Web tool supports direct submissions and provides online approval of benefits for preauthorization requests. Listed below are the steps for submitting a treatment search to Blue Cross and Blue Shield of New Mexico (BCBSNM). A Treatment search allows providers to search for cases requested for their organization. iEXCHANGE is available 24 hours a day, 7 days a week-with the exception of every third Sunday when the system will be unavailable from 10 a.m. to 2 p.m. (MT). If you are an out-of-area provider, please go to step 2. For assistance with iEXCHANGE access, please reference the Pre-Service Review tip sheet for BCBSNM Members.

Direct Access (Available to BCBSNM contracted providers only)

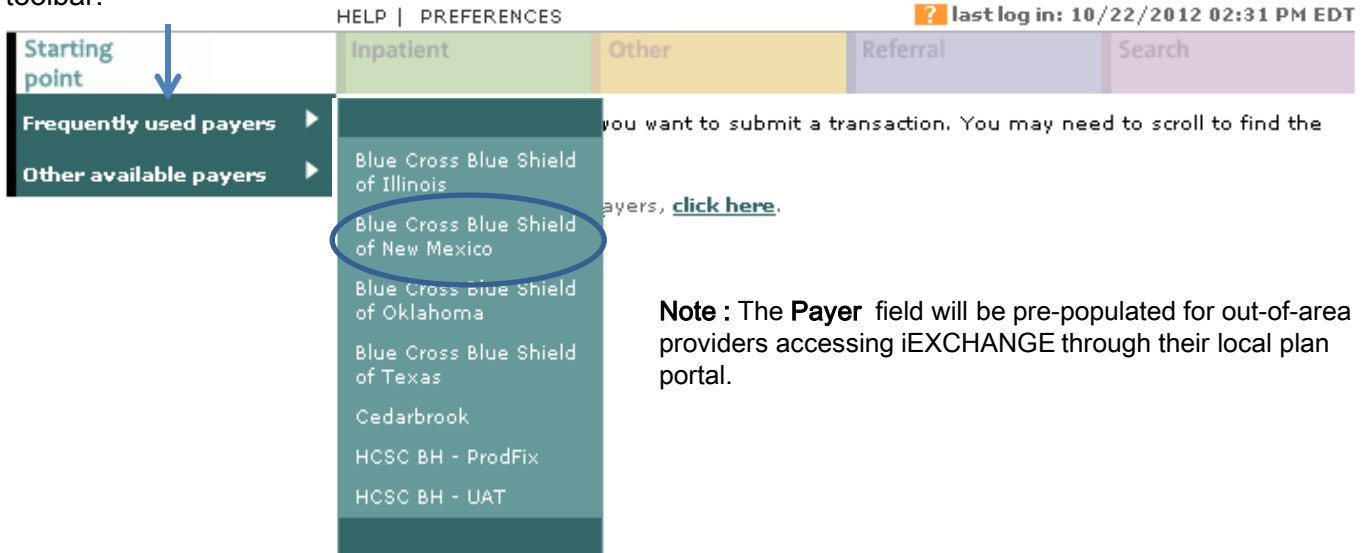
- **User ID** – Each user will be assigned a unique User ID by their organization’s iEXCHANGE Administrator.
- **iEXCHANGE ID** – A unique number BCBSNM assigns to provider organizations registered with iEXCHANGE.
- **Password** – New users are supplied a temporary password by their iEXCHANGE Administrator.



* For Single Sign-On (SSO) access for local contracted providers, please reference the Pre-Service Review for Out-of-area Members.

Submitting a Treatment Search:

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. This will activate the iEXCHANGE toolbar.



Note : The **Payer** field will be pre-populated for out-of-area providers accessing iEXCHANGE through their local plan portal.

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

HELP | PREFERENCES ? last log in: 11/09/2012 02:01 PM EST

Inpatient | **Other** | Referral | **Search**

- Treatment search
- Provider search
- Member search
- Treatment update search

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.

3. **Out-of-area providers only** – If multiple providers have been identified, you will be prompted to select the submitting provider in order to initiate your search. If not, go to step 4.

Provider Selection

Multiple providers have been identified. In order to enter or search for a treatment request, the submitting provider must be identified. Please select a provider from the list below. If you are unable to find the provider in the list, please indicate as directed below and contact the member's home plan for further assistance.

Note: The MCO ID selected for the initial request must be retained for extension and search requests.

	Name	MCO ID	NPI	Address	Specialty	Phone
<input type="button" value="Select"/>	Providence St Mary Medical Center	X43000000074966401	1386895886	401 W Poplar St Walla Walla WA 99362-2846	General Acute Care Hospital	(509) 525-3320
<input type="button" value="Select"/>	Providence St Mary Medical Ctr	X93200006714804201	1386895886	401 W Poplar St Walla Walla WA 99362-2846	General Acute Care Hospital	(509) 525-3320
<input type="button" value="Select"/>	Providence St Mary Medical Ctr	X93200006714804101	1386895886	401 W Poplar St Walla Walla WA 99362-2846	General Acute Care Hospital	(509) 525-3320

*Steps 3 through 5 list the three different options available to complete a **Treatment search**.

Member ID search

3. Select **Member ID*** to begin your request.

Click **Member 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 locate a treatment search by Member ID, enter the Member ID minus the three letter alpha prefix and click the Member search. To complete a search for a Federal employee, include the letter "R."

Search type: Member ID (dropdown menu with options: Member ID, Treatment Range, Request ID)

Member ID:

Start date: / / 2012 (mm/dd/yyyy)

End date: / 29 / 2013 (mm/dd/yyyy)

Request type: Show Inpatient, Other, Prior Auth and Referral treatments (dropdown menu)

All requests Open requests

Authorized provider(s): All providers (dropdown menu)

Name	MCO ID	NPI ID	Additional info	Remove
All providers				x

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.

Submit search
Clear form
Cancel

Member ID search

Member ID
Enter the ID of an individual member

Date of birth
optional
Enter the member's date of birth / /

First name
optional
Enter the first name of the member

Submit search
Clear form
Cancel

Note: If multiple policies exist, users will be asked to supply the member's date of birth.

	Member ID	Member name	Date of birth
Select View details View patient clinical summary ?	AAA009999997	Jane Doe	01/01/1957

Users will be directed to the member search and asked to supply the BCBSNM Member ID minus the three-character prefix. After entering the Member ID, click **Submit search**.

From the search results, click **Select** for the member you are searching for.

*Steps 3 through 5 list the three different options available to complete a **Treatment search**.

Member ID search

The Member ID will populate from your Member search.

Enter **Start** and **End date**

Enter **Request type**

Select **All** or **Open requests**

Click **Submit search**

Treatment Range search

4. Select the **Request ID*** to begin your request.

Select **Treatment Range**

Enter **Start** and **End date**

Enter **Request type**

Select **All** or **Open requests**

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 locate a treatment search by Member ID, enter the Member ID minus the three letter alpha prefix and click the Member search. To complete a search for a Federal employee, include the letter "R."

Search type: Member ID

Member ID: AAA00999997 Member search

Start date: 05 / 04 / 2012 (mm/dd/yyyy)

End date: 04 / 29 / 2013 (mm/dd/yyyy)

Request type: Show Inpatient, Other, Prior Auth and Referral treatments

All requests Open requests

Authorized provider(s): All providers

Name	MCO ID	NPI ID	Additional info	Remove
All providers				X

Submit search Clear form Cancel

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 locate a treatment search by Member ID, enter the Member ID minus the three letter alpha prefix and click the Member search. To complete a search for a Federal employee, include the letter "R."

Search type: Treatment Range

Member ID

Treatment Range

Request ID

2012 (mm/dd/yyyy)

End date: 11 / 14 / 2012 (mm/dd/yyyy)

Request type: Show Inpatient, Other, Prior Auth and Referral treatments

All requests Open requests

Authorized provider(s): All providers

Name	MCO ID	NPI ID	Additional info	Remove
All providers				X

Submit search Clear form Cancel

*Steps 3 through 5 list the three different options available to complete a **Treatment search**.

Request ID search

5. Select **Request ID*** in the **Search type** to begin your request.

Enter **Request ID**

Tip: The **Request ID** is the number given after your case pends.

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 locate a treatment search by Member ID, enter the Member ID minus the three letter alpha prefix and click the Member search. To complete a search for a Federal employee, include the letter "R."

Search type

Request ID

Member ID

Treatment Range

Request ID

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				X

Select **Submit search**

Submit search

Clear form

Cancel

Treatment search details

6. After selecting **Submit search**, a summary of treatment details will display.

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
**approval number*

Request ID - 12345AABBC

Request actions

Summary

Summary		
LOS start/end date	Days	Status
08/31/2012 - 09/02/2012	2	APPROVE

Tip: This screen will also be the result of search options of steps 3 and 4.

Inpatient request information

Member: Doe, Jane

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Please note that verification of eligibility and benefits information, and/or the fact that any pre-service review has been conducted, 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.