Sign Up for iExchange® Today

AFMC’s online review submission and tracking application saves providers time and money.

Advantages of signing up with iExchange®:

- All transactions are free to the provider
- Available 24 hours a day, seven days a week
- Can be accessed anywhere with an Internet connection
- HIPAA compliant and secure
- Providers can:
  - Perform searches
  - Determine status of submitted requests (pending, approved, denied, partial)
  - Request reconsideration electronically
  - Attach records and communicate through notes
- Cuts postage costs
- More efficient and effective way to submit requests/medical records

Visit the AFMC website at afmc.org/iEXCHANGE

- Complete the request form and a Medecision representative will contact you via email with an administrative user ID for your office/facility login information
- The administrator(s) for each provider group/facility has the ability to add additional users through iExchange® for the unique account number assigned for each provider group/facility
- A username, iEXCHANGE® ID, and password will be required for each user
- The iEXCHANGE® ID is a unique account number assigned for each provider group/facility iEXCHANGE® transaction
- The iEXCHANGE® login screen can be accessed from the AFMC website and saved to your favorites or a shortcut can be added to your desktop

Use iExchange® to submit:

- Inpatient requests (including inpatient retrospective chart requests and concurrent reviews [MUMP])
- Other requests (emergency department chart requests, therapy chart requests)
- Providers may submit requests and records for the following as well: Durable medical equipment (DME), extension of benefits (EOB), prior authorization (PA) requests (medical/surgical procedures/assistant surgeon), hyperalimentation, wheelchairs, Child Health Management Services (CHMS), physician drug reviews, personal care and molecular pathology

You can also perform:

- Member search
- Provider search
- Treatment search and treatment update search
- Member ID/search capability

Online training resources are available on AFMC’s website:
afmc.org/iEXCHANGE

AFMC Provider Helpdesk
1-479-573-7777
or webreview@afmc.org

Tips
- Always choose a treatment setting
- Only choose “prior auth” for surgical procedures and MUMPS
Arkansas Foundation for Medical Care

Other (Outpatient Transaction) Tip Sheet
Getting Started

» Login information is case sensitive
  » User ID, iEXCHANGE ID and Password are required
  » Users will be prompted to change passwords every 30 days

» System time out
  » If there is no activity for a period of 60 minutes, you will be “timed out” of iEXCHANGE and you will receive the message:
    » "Your session has expired. Please, login again."

» Do not use the “Back” button to navigate in iExchange
  » At the bottom of most pages you will see buttons (such as “Cancel”, “Back”, or “New Search”) that allow you to return to previous pages
  » You can click the “Starting point” block in the upper left hand corner at any time to return to the main page
Arkansas Foundation for Medical Care

iExchange Training – New Other (Outpatient) request
Request Submission

» Each request has three stages

1. Request Entry
   » All fields should be completed unless marked as (optional)
   » System administrators can add frequently used providers, diagnoses and procedures to facilitate data entry
   » Additional Notes (iExchange Clinical Information) text box at the bottom of the page should be used to indicate if documents will be attached to the request
   » Click at the bottom of the screen to proceed to the Preview page

2. Request Preview
   » Allows you to review request information a final time before submitting
   » Displays Outcome Status of the request if it is submitted as is
   » Allows you to return to entry page and edit if necessary – click at the bottom of the screen
   » You can add additional services by clicking at the bottom of the screen or if no additional services are required click

3. Request Confirmation
   » Displays the Outcome Status and request ID
   » Displays same information as Preview page
   » To open print friendly version of this page – click
   » You can click to the right of the Request ID if a document needs to be attached to the request
Other instructions
Use this page to select the other transaction you wish to perform. Depending on the payer you have selected, you can choose to submit a new other request, other request extension, other clinical review, new other behavioral health request, other behavioral health request extension, or prior auth request.

New other request
Click the New other request link, above. A blank Other request entry page appears. You can add a member ID and all request information for this member.

Add other services
Click the Add other services link, above. You will first search for the other treatment you wish to add services to.

New prior auth request
Click the New prior auth request link, above. A blank Prior auth request entry page appears. You can add a member ID and all request information for this member.

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.
## Instructions

Enter or select procedure codes and modifiers, each one with requested units/visits as well as start date and end date. You must have at least one procedure. You may have as many procedures as there are areas to enter them.

### Service 1
- **Procedure**: 42820
- **Procedure modifiers**:
  - **Modifiers**: (M1 N2 M3 M4)
- **Unit(s)**: 1
- **Place of service**: (optional)
- **Start date**: 04, 15, 2015 (mm/dd/yyyy)
- **End date**: 04, 15, 2015 (mm/dd/yyyy)

### Service 2 (optional)
- **Procedure**: (Enter Procedure code or Select from Short list)
- **Procedure modifiers**:
  - **Modifiers**: (M1 N2 M3 M4)
- **Unit(s)**: (blank)
- **Place of service**: (optional)
- **Start date**: (blank)
- **End date**: (blank)

### Service 3 (optional)
- **Procedure**: (Enter Procedure code or Select from Short list)
- **Procedure modifiers**:
  - **Modifiers**: (M1 N2 M3 M4)
- **Unit(s)**: (blank)
- **Place of service**: (optional)
- **Start date**: (blank)
- **End date**: (blank)

### Service 4 (optional)
- **Procedure**: (Enter Procedure code or Select from Short list)
- **Procedure modifiers**:
  - **Modifiers**: (M1 N2 M3 M4)
- **Unit(s)**: (blank)
- **Place of service**: (optional)
- **Start date**: (blank)
- **End date**: (blank)

### Service 5 (optional)
- **Procedure**: (Enter Procedure code or Select from Short list)
- **Procedure modifiers**:
  - **Modifiers**: (M1 N2 M3 M4)
- **Unit(s)**: (blank)
- **Place of service**: (optional)
- **Start date**: (blank)
- **End date**: (blank)

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**Additional notes (optional)**

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Click Next step to continue.
Preview page – includes projected status of the request and allows the user to verify the accuracy of the information prior to final submission

request can be edited, submitted, or cancelled
Confirmation page includes the Request ID and allows the user to attach additional required information to support the request.
Request Attachments

» Users can attach documents to any existing authorization request in iExchange

» Follow the below steps to add attachments

1. You can click  

   ![Attach file](image) to the right of the Request ID if a document needs to be attached to the request

2. Enter a title for the document to be attached

3. Click  

   ![Browse](image) to select or locate the file to be attached

4. Click  

   ![Attach](image) to add the document

5. Click OK in the popup window to continue or cancel if the attachment was selected in error

6. Information message will appear at the top of the page to indicate that the file has been successfully attached
Request Attachments – Confirmation page

1. Click Attach file

2 and 3. Enter a document title and select Browse to select a document
Request Attachments – Confirmation page

4

Click Attach

5

The file you have attached will be sent to the health plan. Continue?

OK  Cancel

Click OK to attach the document to the request
Request Attachments – Confirmation page

Informational
The file selected has been successfully attached and will be sent to the health plan.

Other request confirmation
This page contains other request information including the request ID and status (authorized or pend), the member’s name and ID, as well as service information. Additional provider information also appears. When you clicked the Submit button, IEXCHANGE re-evaluated the data that appeared in the Preview. The other request status may have changed if eligibility or other data changed in the interim.

Request ID: A111570008 Attach file

<table>
<thead>
<tr>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service</td>
</tr>
</tbody>
</table>

Message at the top will confirm the attachment has been sent or is in progress.
iEXCHANGE® Overview

Ideal for both
administrative and
clinical staff users,
iEXCHANGE® is a
web-based solution
that allows providers
to securely submit
health care transactions
directly to AFMC.

BENEFITS INCLUDE:

- Simple to use
- Secure site
- Free to providers
- Available 24/7
- Reduces time and expense of paper, telephone and fax processes
- Allows providers to review results for all their requests submitted
- Allows providers to receive treatment updates when requests are modified or the status has changed

Outpatient and inpatient medical records that can be submitted for review via iEXCHANGE® include retrospective review (RETRO), Child Health Management Services (CHMS), extension of benefits (EOB), prior authorization of medical and surgical procedures, emergency room, durable medical equipment (DME), hyperalimentation, therapy and concurrent reviews of inpatient stays (MUMP) to mention a few. Any type of review that we perform can be submitted via iEXCHANGE®.

Thank you for your time and consideration of iEXCHANGE®. We look forward to working with you and your staff.

FOR MORE INFORMATION, CONTACT
Jarrod McClain, RN, CPHM • Director, Clinical Review, AFMC
479-573-7780 • jmcclain@afmc.org

afmc

Improving health care. Improving lives.