Submitting a Treatment Update Search

The iEXCHANGE Web tool supports direct submissions and provides online approval of benefit for preauthorization requests. Listed below are the steps for submitting a treatment update search to Blue Cross and Blue Shield of Texas (BCBSTX). A treatment update search should be performed to check the status of requests that have pended for review. 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 11 am to 2 pm, CT.

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 BCBSTX assigns to provider organizations registered with iEXCHANGE.

- **Password** – New users are supplied a temporary password by their iEXCHANGE Administrator.

Submitting a Treatment Update 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 Texas. This will activate the iEXCHANGE toolbar.
After clicking the Search tab, select Treatment update search to begin your 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.

#### 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 update search
Use this page to search for treatment updates. Treatment updates inform you when the payer or a provider has updated an existing or added a new treatment request associated with an authorized provider in your group. This may include updates for submitting providers, servicing providers, facility providers, and/or the member’s PCP.

#### Search for
- Updates for submitting providers
- Updates for facilities and servicing providers
- Updates for Primary Care Physician

#### Member ID
optional

Tip: Updates for submitting providers and Updates for facilities and servicing providers are the recommended Search for options.
4. Select an Authorized provider, Date range and Treatment update type. Then click the Submit search button.

```
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.

<table>
<thead>
<tr>
<th>Name</th>
<th>MCO ID</th>
<th>NPI ID</th>
<th>Additional info</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td>All providers</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Date range
Specify the date range for your treatment update search.

- Today
- Yesterday
- Past 2 days

Tip: Users can use the Date range to search treatment updates for the previous 30 days.

Treatment update type
Specify the type of treatment updates you want to search for.

- Notes added
- Status changed to approved
- Status changed to denied
- Status changed to pending
- Status changed to void
- Treatment extended
- All update types from selected payer

Show only unread treatment updates
Submit search
Clear
```

5. After logging into iEXCHANGE, the Treatment updates will display. These updates include alerts to any preauthorization requests that have been submitted.

```
Treatment updates
Select a link below to view unread treatment updates for the past 30 days.
View new updates for submitting providers.
View new updates for facilities and servicing providers.
No new updates for primary care physician.

Tip: Select View new updates for submitting providers to view unread request updates specific to submitting providers. To view unread request updates for facilities and servicing providers, click on the View new updates for facilities and servicing providers link.
```

Availity is a registered trademark of Availity, L.L.C., an independent third-party vendor. BCBS TX makes no endorsement, representations or warranties regarding any products or services offered by Availity. The vendor is solely responsible for the products or services offered by them. If you have any questions regarding the services offered here, you should contact the vendor directly.

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.