

Submitting a Treatment Update Search

The iExchange® Web tool supports direct submission and provides online approval of benefits 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 may 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 of the month when the system will be unavailable from 11 a.m. to 3 p.m., CT. **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 when servicing local and out-of-area members.**

Direct Access (Available to Texas 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 BCBSTX 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

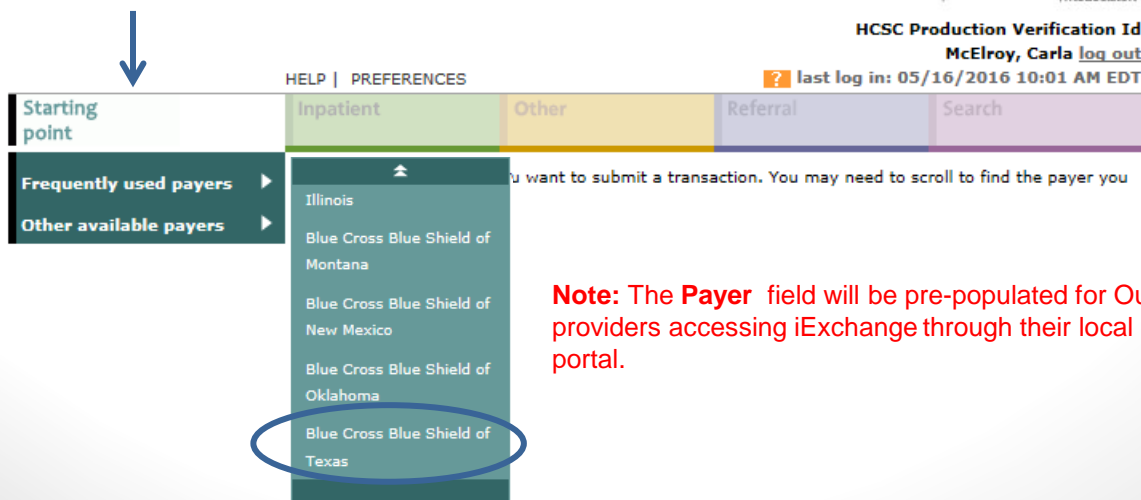
 **Forgot your password? Click [here](#).**

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

Note: For Single Sign-on (SSO) access for local contracted providers, please reference the tip sheet Pre-service Review for an out-of-area member.

Submitting a Treatment Update Search

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.



The screenshot shows the iExchange interface. At the top, there are logos for aerial, iExchange, and meddecision. Below these, it says "HCSC Production Verification Id" and "McElroy, Carla log out". A status bar shows "last log in: 05/16/2016 10:01 AM EDT". The main menu has "Starting point" highlighted. Below it, there are two options: "Frequently used payers" and "Other available payers". A dropdown menu is open under "Frequently used payers", showing a list of payers: Illinois, Blue Cross Blue Shield of Montana, Blue Cross Blue Shield of New Mexico, Blue Cross Blue Shield of Oklahoma, and Blue Cross Blue Shield of Texas. The "Blue Cross Blue Shield of Texas" option is circled in blue. To the right of the dropdown, there is a message: "You want to submit a transaction. You may need to scroll to find the payer you".

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 update search** in either area to begin your request.

Starting point	Inpatient	Other	Referral	Search
Payer selected: Blue Cross Blue Shield of Texas Select a different payer				<div>Treatment search</div> <div>Provider search</div> <div>Member search</div> <div>Treatment update search</div>

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.

3. Select an update option from the **Search for** field.

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

Member search

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.

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

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

Show only unread treatment updates

Submit search **Clear form**

Name	MCO ID	NPI ID	Additional info	Remove
All providers				

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

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

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

HELP | PREFERENCES last log in: 11/15/2012 12:26 PM EST

Starting point Inpatient Other Referral Search

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.