

iEXCHANGE® for Precertifications, Maternity Notifications & Referrals

The iEXCHANGE System is Blue Cross and Blue Shield of Texas' automated precertification & referral system. iEXCHANGE offers both telephone (interactive voice response -IVR) as well as a web-based application. iEXCHANGE supports the direct submission and processing of referrals and precertifications by network physicians, professional providers and facilities within Texas. A sample iEXCHANGE Case ID number is 07219-AAAA.

Please refer to the following information below to navigate through the iEXCHANGE IVR and iEXCHANGE Web applications:

iEXCHANGE IVR (phone) & iEXCHANGE Web Application Comparison

Function	iEXCHANGE IVR (phone)	iEXCHANGE Web
Availability	24 hours a day, 7 days a week	24 hours a day, 7 days a week
Phone Number / Web Address	1-800-413-0869	www.bcbstx.com/provider
User ID / iEXCHANGE ID	n/a	Set up by Office Administrator designated by the physician/professional provider or facility
Provider Identifiers for Submitting Provider, Referred-to Provider, Attending Provider & Facility Provider <i>Caution: Many physicians/professional providers have the same first and last name. Please be sure to verify name, address & specialty when making a selection. Also, the same applies to facilities.</i>	Obtain applicable provider's NPI and phone# from BCBSTX Online Provider Directory, Provider Finder at www.bcbstx.com/onlinedirectory/index.htm	Select from drop down menus available in the iEXCHANGE Web application
Case ID Number (previously referred to as Confirmation Number) issued following the entry of a Referral or Inpatient Certification	SAMPLE Case ID Number = 07219-AAAA	SAMPLE Case ID Number = 07219-AAAA
Allows professional providers and facilities to request referrals and inpatient certifications for BlueCard members	Not Available	Available
Texas iEXCHANGE Support Desk	1-800-441-9188, select option 1, then select option 4 Monday – Friday, 8:00 AM – 5:00 PM (CST)	1-800-441-9188, select option 1, then select option 4 Monday – Friday, 8:00 AM – 5:00 PM (CST)

For iEXCHANGE Web users, your office is required to assign an Office Administrator to handle the following tasks:

- Setting up or adding new physicians/professional providers or facilities
- Maintaining & editing physician/professional provider or facility information
- Adding or inactivating users as needed
- Setting up frequently-used physician/professional provider & facility lists and procedure & diagnosis code lists
- Resetting user passwords

For more information or for assistance in using the iEXCHANGE applications, visit the BCBSTX Provider Web site at the www.bcbstx.com/provider/reference_guides.htm or contact your local Professional or Facility Provider Network office. The Web site provides the following resources:

- Office Administrator responsibilities & instructions are included in the Web Reference Guide
- iEXCHANGE IVR Reference Guide
- iEXCHANGE Web Reference Guide

updated 6/2008