

Availity[®]/iEXCHANGE[®] Single Sign-On (SSO) Answers to Frequently Asked Questions

Q: What is the SSO (Single Sign-On)?

A: SSO is the process that allows a registered Availity user to use a single log in and password to gain direct access to iEXCHANGE for the submission of preauthorization* requests. SSO eliminates the need for the BCBSTX provider to utilize separate URLs to complete this function.

Q: What is iEXCHANGE?

A: iEXCHANGE is a Web-based automated preauthorization tool for BCBSTX providers that supports direct submissions and provides online approval of benefits for medical/surgical inpatient admissions and select outpatient services 24 hours a day, seven days a week.

Q: What is Availity?

A: Availity is a health information network that offers a multi-payer portal which gives physicians, hospitals and other health care providers access to multiple payers' information through a single website and a single log in and password (sign-on). Availity offers a variety of business and clinical solutions to help providers reduce administrative costs by eliminating paperwork and phone calls. One of the nation's largest electronic health information networks, the Availity Health Information Network processes more than a billion transactions each year.

Q: Who is eligible to register for SSO?

A: At this time all contracted medical/surgical providers may register for SSO.

Note: Currently preauthorization for Behavioral/Mental Health services is not available through iEXCHANGE.

Q: Do I have to be registered with Availity in order to access the SSO link for iEXCHANGE?

A: Yes. Your organization must be registered with Availity. Once your registration with Availity is complete, your organization's primary account administrator (PAA) can request access to BCBSTX Preauthorization from their Availity account.

Q: What are the advantages of utilizing Availity and iEXCHANGE SSO?

A: The ability to submit preauthorization requests on iEXCHANGE without making a phone call, in addition to gaining access to other BCBSTX administrative, clinical and financial transactions on Availity, may help your practice reduce both administrative costs and improve operational workflows.

Q: How long does the SSO registration process take?

A: SSO requests for access to BCBSTX preauthorization requests will take approximately 7-14 business days to be completed, inclusive of the time it takes to register for Availity.

Q: How will I know that my registration has been completed and approved?

A: The Availity PAA will receive an email confirmation and notification within the Availity message center within 7-14 business days indicating the registration request is complete.

Q: What if my SSO registration is not approved?

A: A notification will be provided with the reason(s) the registration could not be approved, allowing you to correct and re-submit the request.

Q: Whom do I contact with a question about my registration?

A: You can send an email inquiry to the BCBSTX SSO support team at iExchangehelpdesk@bcbstx.com. Support staff will respond to your questions related to BCBSTX SSO registration. Please allow three business days (excluding holidays and weekends) to receive a response before re-submitting your inquiry.

Q: Whom do I contact for non-registration related questions on the iEXCHANGE application?

A: If you have general questions or need training on how to use or manage your iEXCHANGE account, the BCBSTX iEXCHANGE Help Desk is available to assist you. Please email us at iExchangehelpdesk@bcbstx.com.

Q: Do I have to have a User ID established with iEXCHANGE prior to requesting access to the SSO through Availity?

A: No. You will be assigned a User ID with iEXCHANGE once you complete the BCBSTX SSO registration process through Availity.

Q: What if I have an iEXCHANGE User ID already?

A: If you are already registered with iEXCHANGE, you can continue to access iEXCHANGE directly as you do today, or register for SSO through Availity. iEXCHANGE will continue to be accessible while the SSO registration request is being processed.

Q: What are the technical system requirements for SSO access (i.e., Web browser)?

A: Please visit the Availity portal at Availity.com to find out the requirements. You may also refer to the iEXCHANGE resources which are located in the Education and Reference/ Provider Tools section of our website at bcbstx.com/provider.

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