



Submitting an Inpatient Preauthorization Request

The iEXCHANGE Web-based tool supports direct submissions and provides online approval of benefits for preauthorization requests. Listed below are the steps for submitting an inpatient preauthorization request to Blue Cross and Blue Shield of Texas (BCBSTX). iEXCHANGE is available 24 hours a day, 7 days a week – with the exception of every third Sunday of every month when the system will be unavailable from 11 a.m. to 2 p.m. CT.

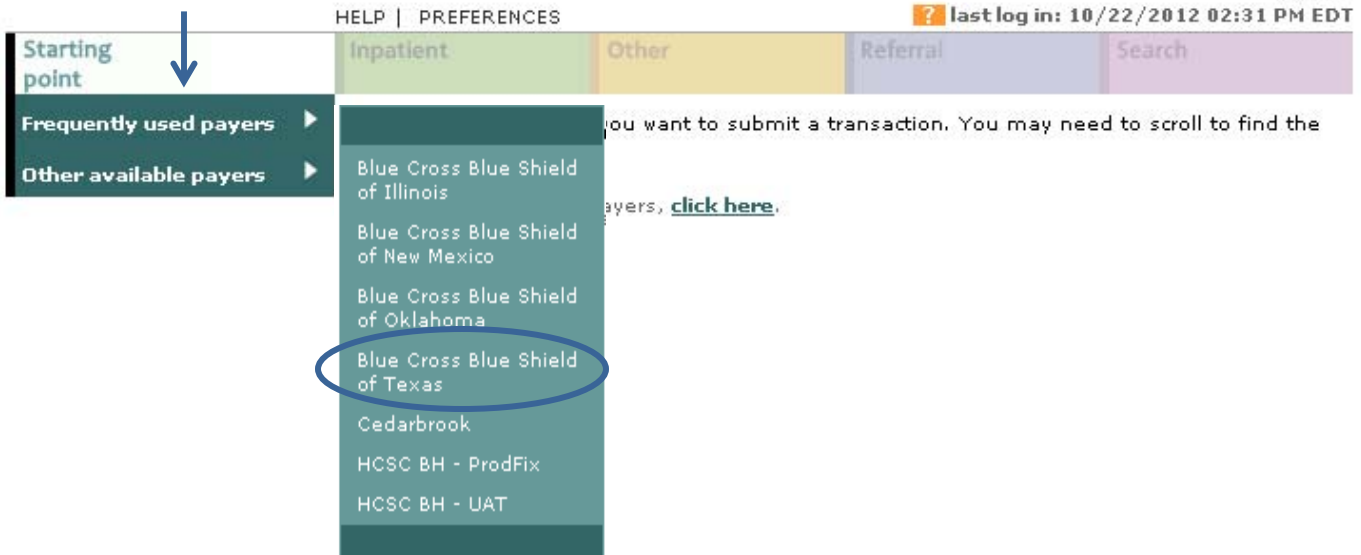
What You Need to Begin

- **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 Request

1. After logging into iEXCHANGE, users can access *Frequently used payer* from the **Starting point** menu. From the payer list, users can select Blue Cross Blue Shield of Texas. This will activate the iEXCHANGE toolbar.

2. After clicking the **Inpatient** tab, select **New inpatient request**.

HELP | PREFERENCES

Inpatient	Other	Referral	Search
New inpatient request Extend inpatient request			

Inpatient instructions

Use this page to select the inpatient transaction you wish to perform. Depending on the payer you have selected, you can choose to submit a new inpatient request, inpatient request extension, inpatient clinical review, new inpatient behavioral health request, or inpatient behavioral health extension request.

▶ New inpatient request

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

▶ Extend inpatient request

Click the **Extend inpatient request** link, above. You will first search for the inpatient treatment you wish to extend.

3. From the **Inpatient request entry** screen, click the **Member search** button. Users will be asked to supply the BCBSTX Member ID number to continue their search. After entering the Member ID, click **Submit search**.

Member search

Member ID search

Member ID

Enter the ID of an individual member

009999997

Date of birth

optional

Enter the member's date of birth

/ /

First name

optional

Enter the first name of the member

Submit search

Clear form

Cancel

Note: If multiple policies exist, users will be asked to supply the member's date of birth.

4. From the patient listing, select **View existing requests** to review additional requests for the member. Then click the **Select** button.

	Member ID	Member name	Date of birth
View details Select View existing requests View patient clinical summary	123456789	Doe, John	04/10/58

Note: View existing requests must be selected in order for the **Select** button to be enabled.

5. After the Member ID has populated to the **Inpatient request entry** screen, please provide the following information: *Submitting provider, Facility, Treatment setting, Admit date, Primary diagnosis, Requested length of stay* and *Attending physician*.* Users also must complete the *Surgical admission* and *Emergency* fields.

*The *Facility, Primary diagnosis* and *Attending physician* can be selected from their corresponding drop-down lists; otherwise, users can utilize the **Provider search** buttons to manually add this information.

Inpatient request entry
 Once you enter the General information and Services information click **Next step**.
 iEXCHANGE evaluates your inpatient request and displays the Inpatient request preview page.

Notification date	10/22/2012 (mm/dd/yyyy)	
Member ID <small>Enter or Search for ID</small>	AAA123456789	<input type="button" value="Member search"/>
Submitting provider	Dr. Jane Doe - 1122334455 <input type="button" value="Submitting provider summary"/>	
Facility <small>Select facility from the list or search for ID</small>	Holmes Hospital - 5544332211 <input type="button" value="Facility summary"/>	
Treatment setting	Acute <input type="button" value="Provider search"/>	
Is this a surgical admission?	Yes	
Admit date	10 / 24 / 2012 (mm/dd/yyyy)	
Is this an emergency?	No	
Primary diagnosis <small>Enter Diagnosis code or Select from Short list</small>	999.9 <input type="button" value="Diagnosis search"/>	
Secondary diagnosis <small>(optional)</small>	<input type="text"/>	
Secondary diagnosis <small>(optional)</small>	<input type="text"/>	
Requested length of stay	1	
Attending physician <small>Select attending physician from the list or search for ID</small>	Dr. Jane Doe - 1122334455 <input type="button" value="Attending physician summary"/>	
LOS bed type <small>(optional)</small>	<input type="text"/>	

Tip: The **Submitting provider** is the provider organization submitting the actual preauthorization request. To add additional names to your **Submitting provider** list, contact your iEXCHANGE Administrator.

Tip: The **Attending physician** is the supervising physician at the facility where services are being rendered.

6. Under **Principle service**, please provide the *Procedure code, Schedule date* and *Servicing provider*.*

*The *Procedure code* and *Servicing provider* can be selected from their corresponding drop-down lists; otherwise, users can utilize the **Procedure search** and **Provider search** buttons to manually add this information.

Principal service		
Procedure <small>Enter Procedure code or Select from Short list</small>	99999	<input type="button" value="Procedure search"/>
Scheduled date	10 / 24 / 2012 (mm/dd/yyyy)	
Servicing provider <small>Select a servicing provider from the list or search for ID</small>	Holmes Hospital - 5544332211 <input type="button" value="Servicing provider summary"/>	
	<input type="button" value="Provider search"/>	

Tip: Procedure codes are not required to submit an inpatient preauthorization request.

7. Users also have the option to add additional service lines and notes to their preauthorization request. Once all necessary fields have been completed, select **Next step** to move to the **Inpatient request preview** screen.

Additional notes (optional)

8. Scroll down on the **Inpatient request preview** screen to review the entered information for accuracy. If the information is correct, click **Submit**.

Inpatient request preview

Review your inpatient request information here. If everything is correct, click the **Submit** button to save your request and open the Inpatient request confirmation page. If you need to make any changes, scroll down to the bottom of the page and click **Edit** to make the necessary modifications.

The status of this inpatient request was current when you clicked Next step. However, the status may change when you click **Submit** if eligibility or other data changed in the interim. The request reference number will be assigned when you click **Submit**.

9. The **Inpatient request confirmation** page will display the assigned **Request ID** and the status of your request.

Inpatient request confirmation

This page contains inpatient 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 inpatient request status may have changed if eligibility or other data changed in the interim.

Request ID: A111460001

Summary		
LOS start/end date	Days	Status
10/24/2012 - 10/25/2012	2	APPROVED

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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.