

## iEXCHANGE® QUICK REFERENCE GUIDE

### Getting Started

<p><b>New Users</b></p>	<ul style="list-style-type: none"> <li>• Contact the Provider iEXCHANGE Help desk at 1-800-521-6007</li> <li>• Administrative users will be created for your office/ facility and he/ she can create additional usernames for new staff members</li> </ul>
<p><b>Login information</b></p>	<ul style="list-style-type: none"> <li>• Log-in screen can be added to favorites or a shortcut can be placed on your desktop</li> <li>• Username, iEXCHANGE® ID, and password will be created for each user</li> <li>• iEXCHANGE® ID is a unique account number assigned for your provider and will stay the same for all payers</li> <li>• Passwords will be reset by the user every 6 weeks</li> </ul>
<p><b>iEXCHANGE® transactions</b></p>	<ul style="list-style-type: none"> <li>• Inpatient and Outpatient certification requests and extensions</li> <li>• Referral requests and extensions</li> <li>• Patient Clinical Summary</li> <li>• Member Search</li> <li>• Provider Search</li> <li>• Treatment search and Treatment Update Search</li> </ul>
<p><b>Member ID/ Search Capability</b></p>	<ul style="list-style-type: none"> <li>• Member ID should be keyed with “-01” suffix at the end</li> <li>• Name and Date of Birth search options available</li> </ul>
<p><b>Provider Number/ Search Capability</b></p>	<ul style="list-style-type: none"> <li>• Multiple provider searches available, including geographic and specialty searches</li> </ul>
<p><b>Required Data</b></p>	<ul style="list-style-type: none"> <li>• All fields should be completed for each transaction unless marked as “optional”.</li> <li>• “Short Lists” can be created by the administrative users for commonly used diagnosis and procedure codes, as well as for provider ID numbers</li> </ul>
<p><b>Support Information</b></p>	<ul style="list-style-type: none"> <li>• iEXCHANGE® HelpDesk at Keystone Mercy – 1-800-521-6007</li> <li>• MEDecision CCH Training Support Desk – 1-866-622-2630</li> </ul>

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### Frequently Asked Questions

- 1- What transactions are supported via iEXCHANGE<sup>®</sup>?**
  - Inpatient and Outpatient Certification and Extensions
  - Referral Requests and Extensions
  - Patient Clinical Summary (PCS)
  - Treatment Search
  - Provider Search
  - Member Search
  - Treatment Update Search
  
- 2- What hardware is required to access iEXCHANGE<sup>®</sup>?**
  - The only hardware required is a PC (laptop or desktop with an internet connection).
  
- 3- If I receive a pended response via iEXCHANGE<sup>®</sup>, how will I be notified of a change in status?**
  - After you logon to iEXCHANGE<sup>®</sup> and select Keystone Mercy as a payer, you will receive a Treatment Updates message, clicking on this option will notify you when Keystone Mercy has modified the status for any requests previously submitted via iEXCHANGE<sup>®</sup>.
  
- 4- If the initial request was submitted manually, will I be able to view the case electronically by submitting a treatment search?**
  - Yes, you will be able to search for the case within iEXCHANGE<sup>®</sup>, however you will be able to view cases if you are associated with the case (i.e. you are listed as the facility, attending or servicing provider).
  
- 5- Can I submit inpatient requests on a Monday for patients that were admitted on Friday or over the weekend?**
  - Yes.
  
- 6- What is the legal disclaimer that is presented prior to the PCS?**
  - The language that precedes the PCS is for the purpose of HIPAA compliance and patient privacy. In short, this language states that the information being presented is being used for the treatment of the patient.
  
- 7- What if we have an EMR; should we still print the PCS or is the PCS available in a format that can be incorporated into the EMR?**
  - In the initial phase, the PCS is being offered through the website as a PDF file. Future phases may make the PCS available in an electronic form (XML data stream) that would allow you to incorporate the data from the PCS into your EMR.

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### Who Should I Call?

Problem	Provider Office/ Hospital iEXCHANGE® Administrative User	Keystone Mercy	MEDecision
<b>No username</b>			
I am a new provider office and have not begun to use iEXCHANGE®		X	
My office/ hospital has iEXCHANGE®, but I am a new user	X		
<b>Can't log on</b>			
I forgot my password or log in	X		
I am the administrative user for my office and I forgot my password		X	
I have entered my log in and password but I can't access the site			X
<b>Re-training for my office</b>			
New staff members have been hired and need to be trained		X	
New screen options in iEXCHANGE®			X
<b>Questions about required fields</b>			
Unable to complete the transaction because of missing information		X	
I need information added to my drop down lists	X		
<b>Disagree with the response</b>			
The patient says they are eligible but unable to locate them in iEXCHANGE®		X	
The patient says the service doesn't require pre-certification		X	