

Adding Submitting Providers

The iExchange web-based tool supports direct submissions and provides online approval of benefits for pre-authorization and predetermination requests. Listed below are the steps for creating or editing a submitting provider quick-pick list within iExchange. A submitting provider is the individual or organization submitting a pre-authorization request to Blue Cross and Blue Shield of Oklahoma (BCBSOK) for specific services rendered. 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

Direct Access (Available to Oklahoma contracted providers only)

- **User ID** - Each user is assigned a unique User ID by their organization’s iExchange Administrator.
- **iExchange ID** - A unique number BCBSOK 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.

Creating or Editing a Submitting Provider Quick-Pick List

1. After logging into iExchange, users can access Frequently used payers from the Starting point menu. From the payer list, select Blue Cross and Blue Shield of Oklahoma.

HELP | PREFERENCES

Starting point	Inpatient	Other	Referral	Search
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Frequently used payers ▶

Other available payers ▶

AFMC

BCBSNM Medicare Adv-ABQ Health Partners

Blue Cross Blue Shield of Montana

Blue Cross Blue Shield of New Mexico

Blue Cross Blue Shield of Oklahoma

Blue Cross blue Shield of Texas

DFMC - MD Medicaid

▼

2. Select [Preferences](#) located above the **Starting point** menu. Users will be taken to the **iExchange preferences** menu.



3. From the iExchange preferences menu, select **iExchange administration**. This function is available to the iExchange group administrator only.

Change password	iExchange administration	Edit user profile		
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iExchange preferences

Use this page to access various maintenance functions.

▶ [Change password](#)
Click the **Change password** link, above.

▶ [iExchange administration](#)
Click the **iExchange administration** link, above.

4. After clicking on iExchange administration, select [Submitting providers](#).

Change password	iExchange administration	Edit user profile		
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iExchange administration

Choose from the links below to perform administration tasks.

▶ [Submitting providers](#)
Click the **Submitting providers** link above to enter or edit information about the providers for which an iExchange transaction can be submitted. Submitting providers should correspond to healthcare providers within your iExchange Provider Group. At least one Submitting provider must be set up in order to perform a transaction in iExchange.

5. Users will be taken to the **Submitting provider summary** page. This screen contains a list of the submitting providers associated to the user's specific provider group. To add a new submitting provider to the list, select **Add provider**.

Submitting provider summary
This page contains the list of the Submitting Providers associated with your provider group. Click **Edit** to designate a submitting provider as the default submitting provider. Click **Delete** to remove a submitting provider from the list. Click **Add provider** to add a new submitting provider to the list. Click **Refresh** to refresh the selected provider's name and NPI information from the selected payer's system.
A provider status of 'Inactive' indicates that iExchange was unable to locate the MCO ID for the provider in the payer's system. Inactive providers do not display in the provider list for treatment request entry or for treatment search for the payer. Refresh providers that have an Inactive status. Use Delete to remove providers that still have an Inactive status after the Refresh.

6. From the **Provider search** screen, select a Payer, Search type and Provider type. Select **Submit search** to view a list of providers that match the search criteria provided.

Provider search
Use this page to search for providers. First select a payer, search type and provider type. Then enter your search criteria. Then click **Submit search**.

Payer
Search type
Provider type

National provider ID

Tip: The recommended Search type is **National Provider ID**. After selecting **National Provider ID** as the Search type, users will be asked to enter the Type 1 NPI of the provider.

7. Once you have located the provider name to be added to the submitting provider quick-pick list, click the **Select** button to the left of the provider name.

HELP | PREFERENCES

Change password	iEXCHANGE administration	Edit user profile		
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	Name	MCO ID	NPI	Address	Specialty	Phone
<input type="button" value="Select"/>	JOHN DOE HOSPITAL	HOHH000D000000	1234567890	123 ANYPLACE ROAD ANYPLACE, NM 12345-1234	PRIVATE ROOM	(999) 999-9999

8. From the Submitting provider details screen, click **Save** to submit your request.

HELP | PREFERENCES

Change password	iEXCHANGE administration	Edit user profile		
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Submitting provider details

Use this page to specify whether the submitting provider should be the default submitting provider. (1) Select the Yes button if you want the provider to be the default submitting provider in the list. (2) Enter any additional information that should be displayed with the provider in the list.

Provider name: John Doe Hospital

Default provider for the list? Yes No

Additional information
optional

Save Cancel

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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.