AmeriHealth Administrators – iExchange Training

Frequently Asked Questions

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Frequently Asked Questions

» ## About iExchange

  » Aerial™ iExchange® (iExchange) is our automated authorization tool that supports the direct submission and processing of healthcare transactions including inpatient and outpatient pre-certifications and attachments directly to Amerihealth Administrators 24 hours a day, seven days a week – with the exception of every third Sunday of the month when the system will be unavailable from: 12 a.m. to 4 p.m. (EST).

Frequently Asked Questions

» **Q: How do I sign up for iExchange?**

» A: To set up a new iExchange account, you must be a contracted physician, professional provider or facility. You can submit a request by using one of the following options:

  » Register online by clicking the link from the iExchange login page

  » Register on line via the AmeriHealth Administrators portal

» **Q: What hardware is required to access iExchange?**

» A: The only required hardware is a PC (laptop or desktop) with an internet connection. If you would like to print the transaction responses, the PC would need to be connected to a printer, either directly or via the network.

Frequently Asked Questions

» **Q: Do we need to involve our IT staff for firewall issues, web access policies, etc?**
A: Typically no, you do not need to involve IT staff. Transactions are accessed through a secure web site but typically does not require special firewall configuration

» **Q: Where do I get the log-in credentials to access iExchange?**

» A: Our staff will provide you with your initial log-in credentials and teach you how to maintain these credentials yourself.

» **Q: Who needs to be trained to use the system and how much training is required?**

» A: This depends on the specific workflow in the hospital/ provider office. The training itself is very simple and will not require more than one hour per trainee.

Frequently Asked Questions

» **Q: Can I retrieve authorizations/ referrals via iExchange if they were initiated via phone or fax?**

» A: Yes. However, you will find iExchange to be more efficient and a time-saver for obtaining authorization decisions.

» **Q: If I receive a pended response via iExchange, how will I be notified of a change in status?**

» A: After you logon to iExchange and select AmeriHealth Administrators, you will receive a Treatment Updates message, clicking on this option will notify you when the payer has modified the status for any requests previously submitted via iExchange.

Frequently Asked Questions

» **Q: What type of requests/transactions am I to submit using iExchange?**

» A: Inpatient and Outpatient Requests and extensions, Member Search, Provider Search, Treatment search and Treatment Updates search.

» **Q: What information/data is required when submitting authorizations using iExchange?**

» A: All fields should be completed for each transaction unless marked as "optional".

» **Q: Can I search for other providers using iExchange?**

» A: Multiple provider searches are available, including name and provider ID searches

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» **Q: How can I add additional information to my "short/drop down" lists (i.e. frequently used providers, diagnosis codes, procedure codes)?**

» A: The iExchange administrator you have identified for your site creates the drop down lists and can assist with adding additional information.

» **Q: If a diagnosis or procedure code is not listed in the drop down menu, can I submit a search by description?**

» A: Yes.