

AmeriHealth Administrators – iExchange Training

Frequently Asked Questions





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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 fourth Sunday of the month when the system will be unavailable from: 6 am to 12 pm (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.



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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.



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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.