

Aerial iExchange Overview and Login



What is iExchange?

- Web-based, bi-directional communication platform that allows providers to perform healthcare transactions with health plans and payers
 - » Supports 4 tiers of health care request processing:
 - Submission
 - Transaction editing
 - Pre-processing business rules (eligibility verification, provider network status, etc.)
 - Final determination (approval, pend status)

iExchange Key Features

- » **Increased auto approvals** for initial requests and extensions
 - Request Review questionnaires
- Immediate posting to Aerial Care Management work queues for exceptional cases **decreases the turnaround time for providers**
 - iExchange leverages the auto workflow rules in Aerial Care Management
- » **Greater provider adoption** by supporting various provider workflows involved in the authorization process
 - Administrative Staff - consistent workflow across multiple payers
 - Clinical Staff - Clinical Review pathway
 - Billing Staff - Variety of Treatment Search options
- » **Bi-directional communication throughout the lifecycle of the request**
 - Add notes, Attach documents, Add services, Request extensions, Edit admission and discharge dates
 - Treatment Updates provide real-time updates to providers – status changes, notes added, new requests or extensions added for servicing providers, facilities, and Primary Care Physicians
- » **Access to additional clinical information**
 - Health Summary can be made available to providers

Getting Started

- » Login information is
 - » User ID, iExchange ID and Password are required
 - » Users will be prompted to change passwords every 30 days
- » Upon Initial login – **New Users** will be asked to provide:
 - » E-mail address
 - » Security question and answer
 - » This will allow users to reset passwords electronically
- » System time out
 - » If there is no activity for a period of 60 minutes, users will be “timed out” of iExchange and you will received the below message:
 - » "Your session has expired. Please, login again."

Navigation Tip

- » Do not use the “Back” button to navigate in iExchange
 - » At the bottom of most pages you will see buttons (such as “Cancel”, “Back”, or “New Search”) that allow you to return to previous pages
 - » You can click the “Starting point” block in the upper left hand corner at anytime to return to the main page

Initial Login



HELP

Welcome

Provider
login

Provider login

User ID

tuser

iExchange ID

Password

 **Forgot Password? Click [here](#).**

Login

Reset

Not yet registered? Click [here](#) to sign up today.

Enter your User
ID

Enter your **User ID** , the **iExchange ID** assigned to your office, and then your **Password**. Click the Login button to connect. Note that the IDs and Password you must enter are case-sensitive. You must enter each with the appropriate upper and lower-case letters as used when each was set up.

Need help logging in? Click the Help link above if you need more information to successfully connect to iExchange.

HELP

Welcome

Provider
login

Provider login

User ID

tuser

iExchange ID

4643

Password

 [Forgot Password? Click here.](#)

Login

Reset

Not yet registered? Click [here](#) to sign up today.

Enter your
iExchange ID

Enter your **User ID** , the **iExchange ID** assigned to your office, and then your **Password**. Click the Login button to connect. Note that the IDs and Password you must enter are case-sensitive. You must enter each with the appropriate upper and lower-case letters as used when each was set up.

Need help logging in? Click the Help link above if you need more information to successfully connect to iExchange.

HELP

Welcome

Provider
login

Provider login

User ID

iExchange ID

Password

 [Forgot Password? Click here.](#)

Login

Reset

Not yet registered? Click [here](#) to sign up today.

Enter your
password

Enter your **User ID**, the **iExchange ID** assigned to your office, and then your **Password**. Click the Login button to connect. Note that the IDs and Password you must enter are case-sensitive. You must enter each with the appropriate upper and lower-case letters as used when each was set up.

Need help logging in? Click the Help link above if you need more information to successfully connect to iExchange.

Setting Up your Security Question



Edit user profile				
-------------------	--	--	--	--

Edit User Profile

Edit your user account profile information including your name, email address, and security question and answer. Your address and security question and answer are required so that should you forget your password you may then reset your password by answering the security question and have a temporary password sent to you via email. When answering the security question, it is recommended that the answer be memorable and not easily guessable by others. An answer that could be potentially guessed may be made more secure by adding memorable numbers to the end or by spelling it backwards. For example, using mother's maiden name of 'smith' could be made more secure as 'smith1234' or as 'htims'. Once you have edited your user account profile information, click **Save**.

User account setup must be completed before you proceed. The following fields must be valued: Email address, confirm Email address, one security question and answer.

1 Edit user profile information →

First name

Middle name optional

Last name

2 Add/Edit email address →

Email address

Confirm email address

3 Select security question →

Security question

Security answer

Upon initial login, users will be asked to provide an e-mail address

Edit user profile

Edit User Profile

Edit your user account profile information including your name, email address, and security question and answer. Your address and security question and answer are required so that should you forget your password you may then reset your password by answering the security question and have a temporary password sent to you via email. When answering the security question, it is recommended that the answer be memorable and not easily guessable by others. An answer that could be potentially guessed may be made more secure by adding memorable numbers to the end or by spelling it backwards. For example, using mother's maiden name of 'smith' could be made more secure as 'smith1234' or as 'htims'. Once you have edited your user account profile information, click **Save**.

User account setup must be completed before you proceed. The following fields must be valued: Email address, confirm Email address, one security question and answer.

1 Edit user profile information →

First name

Middle name optional

Last name

.....

Email address

Confirm email address

.....

Security question

Security answer

2 Add/Edit email address →

3 Select security question →

Users will also be asked to select a security question and answer

Save

Edit user profile

Edit User Profile

Edit your user account profile information including your name, email address, and security question and answer. Your address and security question and answer are required so that should you forget your password you may then reset your password by answering the security question and have a temporary password sent to you via email. When answering the security question, it is recommended that the answer be memorable and not easily guessable by others. An answer that could be potentially guessed may be made more secure by adding memorable numbers to the end or by spelling it backwards. For example, using mother's maiden name of 'smith' could be made more secure as 'smith1234' or as 'htims'. Once you have edited your user account profile information, click **Save**.

User account setup must be completed before you proceed. The following fields must be valued: Email address, confirm Email address, one security question and answer.

1 Edit user profile information →

First name

Middle name optional

Last name

2 Add/Edit email address →

Email address

Confirm email address

3 Select security question →

Security question

Security answer

Save

Click Save to login

Starting point

Inpatient Other Referral Search

Frequently used payers

Other available payers

WPS and Arise Health Insurance

Want to submit a transaction. You may need to scroll to find the payer you want.

Select your payer from the Frequently used payers list or if you haven't added submitting providers select your payer from the Other available payers list

Starting Point Page

- » After selecting a payer, provider user can submit transactions:
 - » New Inpatient and Outpatient (click Other) requests
 - » View treatment updates
 - » Search for members, providers, treatment requests and treatment updates (click Search)
- » Access iExchange administration by clicking the Preferences link at the top of the page
- » Review the Sponsor bulletin for additional information and instruction regarding the pre-certification process

Forgot Your Password?



HELP


Welcome | Provider login

Provider login

User ID

iExchange ID

Password

 **Forgot Password? Click [here](#).**

Not yet registered? Click [here](#) to sign up today.

To request a password reset, click the link on the login screen

Enter your **User ID** , the **iExchange ID** assigned to your office, and then your **Password**. Click the Login button to connect. Note that the IDs and Password you must enter are case-sensitive. You must enter each with the appropriate upper and lower-case letters as used when each was set up.

Need help logging in? Click the Help link above if you need more information to successfully connect to iExchange.

Welcome

Provider
login

Reset password

Enter your User ID and the iExchange ID assigned to your office.

User ID

iExchange ID

Next

Enter your
User ID and
iEXCHANGE
ID and click
Next

Welcome

Provider
login

Reset password

Answer the security question and you will be emailed a temporary password.

What was your high school mascot?

Answer

Submit

Cancel

Answer your
security
question and
click Submit

Welcome

Provider
login

Reset password

Answer the security question and you will be emailed a temporary password.

An e-mail has been sent to the e-mail address tom.malseed@medecision.com with a temporary password. If you do not receive the message in your e-mail inbox, check the spam folder as the message may have been considered spam by your e-mail provider. [Provider login](#)

**You will receive
an e-mail with
your temporary
password and
you can click
Provider login
to access
iEXCHANGE**