

# Submitting a Treatment Search

The iExchange Web tool supports direct submissions and provides online approval of benefit for preauthorization requests. Listed below are the steps for submitting a treatment search to Blue Cross and Blue Shield of Oklahoma (BCBSOK). A Treatment search allows a provider to search for requests for their organization. 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. **If you are an Out-of-area provider, please go to step 2. For assistance with iExchange access, please reference the Pre-service Review tip sheet when servicing a local and out-of-area member.**

## Direct Access (Available to Oklahoma contracted providers only)


- **User ID** - Each user will be 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](#).**

Login

Cancel

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

**\* For Single Sign on (SSO) access for local contracted providers, please reference the tip sheet Pre-service Review for an out-of-area member.**

## Submitting a Treatment Search

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

Starting point

Frequently used payers

Other available payers

Inpatient

Other

Referral

Search

Blue Cross Blue Shield of Illinois

Blue Cross Blue Shield of Montana

Blue Cross Blue Shield of New Mexico

**Blue Cross Blue Shield of Oklahoma**

Blue Cross Blue Shield of

HCSC Production Verification Id

McElroy, Carla [log out](#)

last log in: 05/16/2016 10:01 AM EDT

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

**Note:** The **Payer** field will be pre-populated for Out-of-area providers accessing iExchange through their local plan portal.

2. After clicking on the **Search** tab, select **Treatment search** in either area to begin your request.

Starting point	Inpatient	Other	Referral	Search
Payer selected: <b>Blue Cross Blue Shield of Oklahoma</b> <a href="#">Select a different payer</a>				<div>Treatment search</div> <div>Provider search</div> <div>Member search</div> <div>Treatment update search</div>

### Search instructions

Use this page to perform various searches. Treatment search allows you to view existing inpatient, other and referral requests. Provider search allows you to view detailed information about a provider. Member search allows you to view detailed information about a member. Treatment update search allows you to view treatment updates for providers in your group.

#### ▶ Treatment search

Click the **Treatment search** link, above. The Treatment search entry page appears. You can search by member ID, treatment range, request ID or, depending on the selected payer, by clinical review for treatment information.

#### ▶ Provider search

Click the **Provider search** link, above. The Provider search entry page appears. You can search by provider ID or provider name for provider information.

#### ▶ Member search

Click the **Member search** link, above. The Member search entry page appears. You can search by member ID or, depending on the payer you selected, by last name/date of birth to view detailed member information. If member search by Last name/Date of birth does not identify any members meeting the search criteria, depending on the payer you selected you may be prompted to add a new member.

#### ▶ Treatment update search

Click the **Treatment update search** link, above. The Treatment update search entry page appears. You can search for treatment updates by member ID, date range, and update type.

\*Steps 3 through 5 list the three different options available to complete a Treatment search.

## Member Search

3. Select **Member ID\*** to begin your request.

### Treatment search

Use this page to search for existing inpatient requests, other requests and/or referral requests for a member(s) associated with an authorized provider in your group. This association may include submitting providers, servicing providers, facility providers, attending providers and/or the member's PCP.

**Payer Notice:**

To locate a treatment search by Member ID, enter the Member ID minus the three letter alpha prefix and click the Member search. To complete a search for a Federal employee, include the letter "R."

Click **Member Search**

Search type

Member ID

Treatment Range

Request ID

Member ID

Member search

Start date

7

/

1

/

2015

(mm/dd/yyyy)

End date

6

/

25

/

2016

(mm/dd/yyyy)

Request type

Show Inpatient, Other, Prior Auth and Referral treatments

☒ All requests

☐ Open requests

Authorized provider(s)

All providers

Select one, multiple, or all authorized providers in the list. The providers in the list are providers in your group who have been approved by the payer you have selected for use in treatment search.

Name	MCO ID	NPI ID	Additional info	Remove
All providers				X

Submit search

Clear form

Cancel

Note: If multiple policies exist, users will be asked to supply the member's date of birth.

Users will be directed to the Member search and be asked to supply the BCBSOK Member ID number minus the alpha prefix. After entering the Member ID, click **Submit Search**.

**A Member ID search**

Member ID

Enter the ID of an individual member

999999999

Date of birth

optional

Enter the member's date of birth

/

/

(mm/dd/yyyy)

First name

optional

Enter the first name of the member

Submit search

Clear form

Cancel

From the search results, click **Select** for the member you are searching for.

	Member name	Date of birth
<div>Select</div> <div><a href="#">View details</a></div> <div><a href="#">View health summary</a></div>		11/20/1986

\*Steps 3 through 5 list the three different options available to complete a Treatment search.

## Member Search

The member ID will populate from your Member search

Enter **Start and End date**

Enter **Request type**

Select **All** or **Open requests**

Click **Submit** search

### Treatment search

Use this page to search for existing inpatient requests, other requests and/or referral requests for a member(s) associated with an authorized provider in your group. This association may include submitting providers, servicing providers, facility providers, attending providers and/or the member's PCP.

#### Payer Notice:

To locate a treatment search by Member ID, enter the Member ID minus the three letter alpha prefix and click the Member search. To complete a search for a Federal employee, include the letter "R."

Search type

Member ID

Member ID

999999999

Member search

Start date

7 / 1 / 2015 (mm/dd/yyyy)

End date

6 / 25 / 2016 (mm/dd/yyyy)

Request type

Show Inpatient, Other, Prior Auth and Referral treatments

☒ All requests ☐ Open requests

Authorized provider(s)

Select one, multiple, or all authorized providers in the list. The providers in the list are providers in your group who have been approved by the payer you have selected for use in treatment search.

All providers

Name	MCO ID	NPI ID	Additional info	Remove
All providers				

Submit search

Clear form

Cancel

## Treatment Search

4. Select **Treatment range\*** to begin your request.

Enter **Start and End date**

Enter **Request type**

Select **All** or **Open requests**

Click **Submit** search

### Treatment search

Use this page to search for existing inpatient requests, other requests and/or referral requests for a member(s) associated with an authorized provider in your group. This association may include submitting providers, servicing providers, facility providers, attending providers and/or the member's PCP.

#### Payer Notice:

To locate a treatment search by Member ID, enter the Member ID minus the three letter alpha prefix and click the Member search. To complete a search for a Federal employee, include the letter "R."

Search type

Member ID  
Treatment Range  
Request ID

Start date

12 / 28 / 2015 (mm/dd/yyyy)

End date

1 / 4 / 2016 (mm/dd/yyyy)

Request type

Show Inpatient, Other, Prior Auth and Referral treatments

☒ All requests ☐ Open requests

Authorized provider(s)

Select one or multiple authorized providers in the list. The providers in the list are providers in your group who have been approved by the payer you have selected for use in treatment search.

Select up to 5 authorized submitting providers.

Name	MCO ID	NPI ID	Additional info	Remove
No providers selected				

Submit search

Clear form

Cancel

\*Steps 3 through 5 list the three different options available to complete a Treatment search.

## Request ID Search

5. Select **Request ID\*** in the **Search type** to begin your request.

### Treatment search

Use this page to search for existing inpatient requests, other requests and/or referral requests for a member(s) associated with an authorized provider in your group. This association may include submitting providers, servicing providers, facility providers, attending providers and/or the member's PCP.

#### Payer Notice:

To locate a treatment search by Member ID, enter the Member ID minus the three letter alpha prefix and click the Member search. To complete a search for a Federal employee, include the letter "R."

Enter **Request ID**

Search type

Request ID

Tip: The **Request ID** is the number given after your case pends.

Request ID

12345AABBC

Tip: Alpha characters should be capitalized when searching by **Request ID**

Authorized provider(s)

Select one, multiple, or all authorized providers in the list. The providers in the list are providers in your group who have been approved by the payer you have selected for use in treatment search.

All providers

Name	MCO ID	NPI ID	Additional info	Remove
All providers				X

Select **Submit** search

Submit search

Clear form

Cancel

## Treatment search details

6. After selecting **Submit search**, a summary of treatment details will display

### Treatment search details

This page lists the treatment you selected including the request ID, member data, and all services. When applicable and if supported by the payer, additional functionality is available under Request actions and within the Summary table. Click **Request actions** to access the following: **View patient clinical summary**, **View clinical documents**, **View or add to notes**, **Attach new file**, **Enter discharge date and disposition**, **Edit admit date** for inpatient request, **Reopen request** or **Add services** to other request. Links available in the Summary table are: **Extend**, **Clinical review**, and **Questionnaire**. Click the **New search** button, to search for treatments using different search criteria.

Request ID  
\*approval number

### Summary

Tip: This screen will also be the result of search options of steps 3 and 4.

Request ID - 12345AABBC

Request actions

#### Summary

Service	Code	Start/end date	Units	Status	Extend
1	11950	01/02/2016 - 01/03/2016	1	APPROVE	<a href="#">Extend</a>
		01/03/2016 - 01/04/2016	1	PEND	