

Case Submission Process

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Internet Submission for Hospitals

Health care providers with internet capability use MEDecision's browser-based product, iEXCHANGE®, that uses the Internet to create a two-way link between providers and KePRO. iEXCHANGE® Web enables providers to quickly and easily submit pre-certification requests to KePRO. Hospitals with Internet capability access and launch the iEXCHANGE® web-based application via the 'iEXCHANGE® Access' link located on the KePRO website, www.kepro.org or <http://dhmh.kepro.org>

The screenshot shows the KePRO Maryland Medicaid Website. The navigation menu on the left includes: Home, iEXCHANGE (circled in red), Forms, Acute Care, Community Services, Long Term Care, Training, Career Center, About Us, and Contact Us. A yellow banner at the top of the main content area reads: "KePRO will use this website to provide contract-specific information. Please visit this site over the next several weeks." Below the banner, the text reads: "Welcome to KePRO's Maryland Medicaid Website. The Keystone Peer Review Organization, Inc. (KePRO) is the new Medicaid Utilization Control Agent for the Maryland Department of Health and Mental Hygiene (DHMH). We will begin reviewing cases on February 1, 2007. At that time, please send all required documentation formerly submitted to Delmarva to: KePRO, Executive Plaza II, 11350 McCormick Road, Suite 102, Hunt Valley, MD 21031. Phone: 866.581.6773, Acute Care Fax: 866.581.6771, Long Term Care/Community Services Fax: 866.581.6769. We look forward to the chance to meet you during our training sessions held throughout the state. For dates and times of the training sessions, click [here](#)." On the right side, there are links for "Maryland Department of Health & Mental Hygiene (DHMH)", "DHMH Transmittal - New Utilization Control Agent", and "KePRO Named Maryland Medicaid's Utilization Control Agent - Press Release".

Each provider has a unique login name (User ID) and iEXCHANGE® ID assigned to their facility. Note that the IDs and password are case sensitive. Each hospital has an iEXCHANGE® account administrator at their location. This individual has the privileges to assign new accounts and edit current user accounts for iEXCHANGE® access.

The following pages contain KePRO's policy and procedures, helpful hints for using iEXCHANGE®, as well as step by steps for submission of a initial certification, extending certifications (concurrent), and retrospective case submissions.

Background

The purpose of this section is to outline the process for internet submission of requests for hospital services for Maryland Medicaid recipients.

KePRO will provide secure Internet access for submission of requests for hospital services via the web-based application iEXCHANGE®. Health care providers with

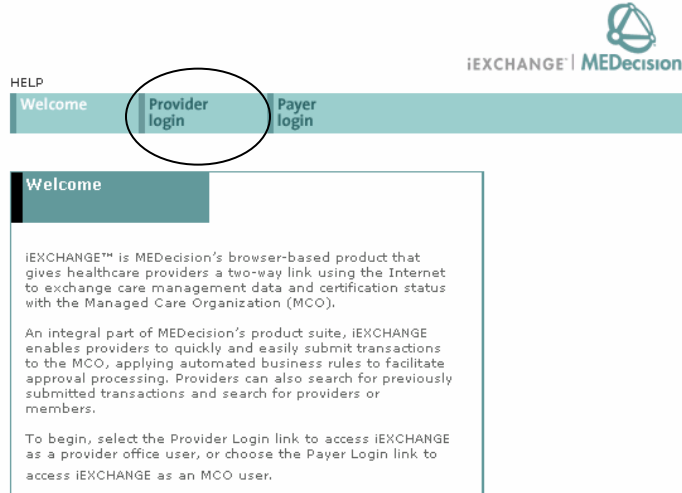
Internet capability will provide clinical information for case reviews in iEXCHANGE® and KePRO will provide case determinations via a secure Internet website.

Procedure

- Providers will logon to the secure Internet website using the appropriate User ID;
- The user will complete the “General Information” and “Services Information” fields in iEXCHANGE® in their entirety so that KePRO reviewers can perform case reviews according to policy;
- Each time a Medicaid recipient requires services, the hospital or physician uses the secure Internet website to request prior authorization approval;
- Determinations will be posted on the secure Internet website within the required timeframes;
 - Approval determinations will be available on the secure web-based application, iEXCHANGE®;
 - Adverse determinations will be followed by letter notification.

iEXCHANGE® Log-in Step by Steps

- Open your Internet connection;
- Type the iEXCHANGE® Web URL: (<https://iEXCHANGE®.medecision.com/IEApp/Logon.jsp>) and press ENTER. You can also link from KePRO's Provider website, www.kepro.org or <http://dhmh.kepro.org>
- **The first page you see is the iEXCHANGE® Welcome page;**



- Click on the Provider Log-in link. The Provider Log-in page appears. Note: The IDs and Password you must enter are case sensitive. Enter each with the appropriate upper and lower case letters;

Provider login

User ID

iEXCHANGE ID

Password

Login Cancel

Your password will display as asterisks (*).

Enter your **Login name** (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.

- **User ID:** Enter your User ID in the User ID field and press tab to enter your iEXCHANGE® ID and press tab (or click in the Password field);
- **Password:** Type your password here. iEXCHANGE® Web masks what you type with asterisks. Once you complete your password, click the Login button;

- **Login (button):** Click here to complete the login process. If you entered the correct information the Logon page closes and the iEXCHANGE® Starting Point page appears;
- **Cancel (button):** If you incorrectly enter the information, or you simply want to start again, click this button. iEXCHANGE® Web clears the fields and displays a verification message: “Log-on Aborted”;
- If you enter an invalid User ID or password and then choose the Log-in button an error message will display "Log-in Failed. Please try again." Please re-enter your IDs and password correctly. You have three attempts before being locked out. Please wait twenty minutes before attempting to log-in again. If you continue to be unsuccessful with logging in, please contact your iEXCHANGE® Account Administrator;
- Upon successful login, you will **select a PAYER from the drop down list**. Select **STATE OF MARYLAND MEDICAID**. You will be presented with the following screen;



Search Options

- Clicking **Search** on the menu bar presents you with three options: Treatment Search, Provider Search, and Member Search.

Starting point
Payer selected:
State of Maryland
Medicaid

HELP | PREFERENCES

Inpatient Other Referral

iEXCHANGE | MEDecision

Train Account | Log out

Search

- Treatment search
- Provider search
- Member search

Search instructions

Use this page to perform various searches. Treatment search allows you to view and extend existing referral, inpatient and other requests. Provider search allows you to view detailed information about a provider. Member search allows you to view detailed information about a member.

Treatment search

Click the **Treatment search** link, above. The Treatment search entry page appears. You can search by treatment range, case ID or request ID for treatment information. After performing a Treatment search you may choose to extend a service.

Provider search

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

Member search

Click the **Member search** link, above. A blank Member search entry page appears. You can search by member ID only for member information.

A Note before you begin: if you selected the wrong payer (you

Treatment Search

- Click on Treatment search under the Search section of the menu bar. The following page opens:

1 Choose a category to search by (A, B, or C)

Choose ONE Category and enter the appropriate values. Click **Submit search** to view referrals and/or inpatient and other requests.

Treatment search
Use this page to search for existing referral requests and/or inpatient and other requests for a member(s) associated with a provider. This includes referring providers, servicing providers, submitting providers, and/or the member's PCP.

A Treatment Range
 Start Date: []/[]/[] (mm/dd/yyyy)
 End Date: []/[]/[] (mm/dd/yyyy)
 Search filter: Show Referral, Inpatient and Other treatments
 Requesting provider: All
 Member ID: [] Member search
 Submit search Cancel

B Case ID
 Case ID: []
 Requesting provider: Test Agency - 999999999
 Submit search Cancel

C iEXCHANGE Service ID
 iEXCHANGE Service ID: []
 Requesting provider: Test Agency - 999999999
 Submit search Cancel

Select only one search category.

Select "Show Referral, Inpatient and Other treatments" to add filter for records.

- You can search by any of the following three categories, but you can only search one at a time. All search types require you to enter the requesting provider:
 - Treatment range (by date range and search filter; member ID is optional)
 - Case ID
 - iEXCHANGE® Service ID
- Select the search you want and complete the requested information, click Submit search. The Treatment search summary page, containing all cases that fit the criteria you entered, displays as illustrated in the following figure:

Treatment search summary
This page provides a summary of the treatments that meet the search criteria entered, such as the service, primary diagnosis and the status of the requested treatment. Click **View details** to see more information about the treatment and the ability to extend the treatment dates.

Member	Case ID/ Prior Authorization Number	Service	Primary diagnosis	Treatment dates	Last detail line status/reason
DOE, JOHN (1234567890)	04062-0004/ View details	Inpatient Certification -	413.9 - OTHER AND UNSPECIFIED ANGINA PECTORIS	11/01/2003 - 11/05/2003	Pend/iEXCHANGE Pend
	04062-0003/ View details	Non-Inpatient Certification -	204.00 - ACUTE LYMPHOID LEUKEMIA WITHOUT MENTION OF REMISSI	01/01/2004 - 02/29/2004	Pend/iEXCHANGE Pend

- Contained within the Treatment search summary page you will find the Treatment search results list. The Treatment search results list displays the following standard information:
 - **Member column:** Member Name and Member ID
 - **Case ID/Prior Authorization Number:** Case ID, Prior Authorization Number and View details link
 - **Service:** Services requested
 - **Primary diagnosis:** Primary diagnosis for current certification period
 - **Treatment dates:** Certification period begin and end dates
 - **Last detail line status/reason:** Status of case
- After viewing the information on this page, select the case you want by clicking the appropriate **View details** link in the Case ID column. The Treatment search details page displays as illustrated in the following figure:

HINES, TONIA Case ID – 07011-0001 Status – **Approved**

[Modify case and/or treatment data](#)

Member ID	T1
Date of birth	05/05/1972
Gender	Male
Member age	34
Line of business	Fee for Service
Coverage dates	
Group ID	
Group name	
Client code description	Maryland Medicaid
Subscriber ID	T2
Subscriber name	JAKE HINES
Primary care physician (PCP)	
PCP ID	
PCP phone	
DRG Number	
add to comments	
IEXCHANGE Notes 1	01/11/2007 09:47 AM User: Train Account 1
IEXCHANGE Notes 2	
IEXCHANGE Notes	

If necessary, you can send additional information, requests for missing information from this page, by clicking on the Add to Comments button.

Add to Comments Feature

A case is pended when KePRO requires additional information in order to process the request. To provide the additional information perform a treatment search.

The case status **pended** will be displayed at the top of the page when KePRO has not completed the review. Scroll down the treatment search details page to the Service section where the status will be displayed as suspend.

- Go to iEXCHANGE® Notes. A description of the additional information required will be displayed;
- Click on add to comments to respond;
- Enter your response/information in the iEXCHANGE® Notes field then click save;
- The Treatment Search details page will again be displayed;
- A message will appear in the upper left corner indicating that the case has been updated;
- Both option buttons at the bottom of the page will return you to the Treatment Search Page.

Member Search



- Click on Member search under the Search section of the menu bar. The following page opens:

Starting point: Inpatient, Other, Referral, Search

Member selected:

Member search

Use this page to search for members. Choose a search category (by Member ID, or Last name/Date of birth) and enter your search criteria. You may be prompted to value the optional fields if the search you perform identifies more than one member meeting the search criteria you have entered. When you have entered the necessary information, click Submit search.

Search by member ID

The Member ID field is mandatory. The Date of birth and First name fields are optional. You may be instructed to value the Date of birth and/or First name field(s) if the member search you perform returns more than one member record matching the search criteria you have entered.

A Member ID search

Member ID:

Date of birth (optional): / /

First name (optional):

Submit search Clear form Cancel

Search by last name/date of birth

When you search by last name/date of birth, you must value the Last name and Date of birth fields. The First name field is optional. You may be instructed to value the First name field if the Last name and Date of birth you have entered matches more than one

B Last name/date of birth search

Last name:

Date of birth: / /

First name (optional):

Submit search Clear form Cancel

- Click on Member Search which will take you to another screen that shows you two search options:
 - Search by Member ID # (Medicaid ID Number)
 - Search by last name/date of birth
- **Option A: Search by Member ID:**
 - Enter the Member ID# (Medicaid ID Number)
 - Leave date of birth and first name text fields blank
 - Click the Submit search button located directly below the First name text field label
- **Option B: Search for a Member using Last Name and Date of Birth:**
 - Enter the last name of the member you wish to search for in the last name text field (Required)
 - Enter the Member's date of birth in the date of birth text fields (Required)
 - Click the Submit search button located directly below the date of birth text field label
- If the Member search produces results, you will be presented with the Member search result summary page.
- When you perform a member search that returns one or more results, iEXCHANGE® Web displays the results of your search on the Member search result summary page.

Member search result

Use this page to select a specific member from a subscriber group. This page lists the member searched on and all the subscribing dependents associated with them. Click **View detail** to see individual member records. Click **New search** if you would like to search for a different member.

	Member ID	Member name	Date of Birth	Relation
<input type="button" value="Select"/> View detail	1234567890	DOE, JOHN	01/01/1960	Subscriber

- The Member search results summary page displays a summary of the member information for each member record returned. The following functions are available to you on the Member search results summary page:
 - **Select:** If the Member you wish to use is displayed on the Member search result summary page, click the Select button to choose the member. The ID for the selected Member's ID will display in the Member ID field on the form where the Member Search function was invoked.
 - **New search:** If the Member you wish to use is not displayed on the Member search result summary page, click the New search to perform a new search. Please see Member Search page.
 - **Cancel:** Clicking the Cancel button will return you to the *Other Request entry page* from which you accessed the Member search function.
 - **View detail:** Clicking the View detail link will display the Member search result details page containing additional information about the member. See the Member Search Result Details page for more information.
- When you select the View detail link associated with a Member listed on the Member search result summary page, the Member search result details page displays:

Member ID	T1
Date of birth	05/05/1972
Gender	Male
Member age	34
Line of business	Fee for Service
Coverage dates	
Group ID	
Group name	
Client code description	Maryland Medicaid
Subscriber ID	T2
Subscriber name	JAKE HINES

The Member search result details page displays detailed information pertaining to the member. The following functions are available to you on the Member search result details page:

- **Select:** If the Member you wish to use is displayed on the Member search result summary page, click the Select button to choose the member. The Medicaid ID for the selected Member will display in the Member ID field on the form where the Member Search functionality was invoked.
- **New search:** If the Member you wish to use is not displayed on the Member search result summary page, click the New search to perform a new search. Please see Member Search page.

- **Cancel:** Clicking the Cancel button will return you to the Other Request entry page from which you accessed the Member search function.

Step by Steps for Entering Initial Requests



- Click **Inpatient request** in the menu bar at the top of any iEXCHANGE® Web page.
- iEXCHANGE® Web opens the Inpatient instructions page, containing a menu of your available request options.

[Starting point](#) | [HELP](#) | [PREFERENCES](#) | [Inpatient](#) | [Other](#) | [Referral](#) | [Search](#) | [Trainer One log out](#)

Payer selected: **State of Maryland Medicaid**

Inpatient instructions
 Use this page to select the inpatient transaction you wish to perform. Depending on the payer you have selected, you can choose to submit a new inpatient request, an inpatient request extension, a new inpatient notification or an inpatient notification extension.

▶ New Inpatient Request
 Click the **New Inpatient Request** link, above. A blank Inpatient request entry page appears. You can add a member ID and all request information for this member.

▶ Extend Inpatient
 Click the **Extend Inpatient** link above. You must use the Treatment search functionality to search for the inpatient treatment you wish to extend. Depending on the payer you have selected, you will be able to submit an Inpatient request extension or an Inpatient notification extension.

Select **Inpatient Request for pre-authorization, and/or emergent reviews.**

Select **Extend Inpatient for concurrent reviews.**

A Note before you begin: if you selected the wrong payer (you want to submit this request to a different payer) click the **Starting point** link above, to return to the Starting point page and select the correct payer.

- The Inpatient request entry page is displayed on the next few pages. The screenshot shows the overview of the entire pre-certification request questions to be answered before submission to KePRO.

Starting point

Payer selected: **State of Maryland Medicaid**

Inpatient

- New Inpatient Request
- New Inpatient Notification
- Extend Inpatient

Other

Referral

Search

Inpatient request entry

Once you enter the General information and Services information click **Next step**. IEEXCHANGE evaluates your inpatient request and displays the Inpatient request preview page.

1 General information

Use the General information section to record the member ID (click Member search to verify eligibility), providers (submitting and servicing), as well as diagnostic information.

Notification date: 01 / 10 / 2007 (mm/dd/yyyy)

Member ID: **You must search for a member.**

Submitting provider:

Facility:

Treatment setting:

Is this a surgical admission?

Admit date: / / (mm/dd/yyyy)

Is this an emergency?

After performing any type of search, you will be returned to the field where you initiated the search.

Primary diagnosis:

Secondary diagnosis optional:

Secondary diagnosis optional:

Secondary diagnosis optional:

Requested length of stay:

Attending physician:

DRG Number:

Admission Type:

2

Services information

If necessary, record the principal procedure and any additional procedural information. Enter the exact code or select the procedure from the list and scheduled date for the service.

Principal Service (optional)

Procedure

Enter
Procedure
code or
Select from
Short list

Scheduled date / / (mm/dd/yyyy)

Service 2 (optional)

Procedure

Enter
Procedure
code or
Select from
Short list

Scheduled date / / (mm/dd/yyyy)

Service 3 (optional)

Procedure

Enter
Procedure
code or
Select from
Short list

Scheduled date / / (mm/dd/yyyy)

Additional Comments (optional)

IEEXCHANGE Notes 1

IEEXCHANGE Notes 2

IEEXCHANGE Notes

Next step

Cancel

New Certification entry page:

- **Notification Date:** Defaults automatically to the date you are entering request;
- **Member ID:** Search for the member:
 - Search for a recipient by their 11 digit Medicaid ID number;
 - If an error message displays stating:

* No Member found matching the search criteria.

- You may add a member by clicking on Option C-see picture below:



- To add a new member to the database, you will need the recipient's Medicaid ID number, last name, first name, gender, and date of birth; or
- Select to assign a temporary member ID (T#).

A screenshot of the "New member addition" form. At the top, a purple header reads "New member addition" and "Use this page to add new members. Enter the Member's identification number and other data. Then click Submit member." Below the header, a callout box labeled "1" with an arrow points to the "Enter Member's ID and other data." section. This section contains a "Member ID" input field with a placeholder "xxxxxxxxxx" and an "Assign temporary member ID" checkbox. Below this is another callout box labeled "B" with an arrow pointing to the "Enter member's other information" section. This section contains input fields for "First name", "Last name", a "Gender" dropdown menu, and "Date of birth" (split into three boxes for month, day, and year). At the bottom are "Submit member" and "Cancel" buttons.

- **Submitting provider:** Select from drop-down list. The provider ID is the hospital's Medicaid Identification number or the ID of the physician submitting the request. All Medicaid Provider's Identification numbers are nine (9) digit numbers.
- **Facility:** Enter the facility's Medicaid Identification nine (9) digit number.

- **Treatment Setting:** Select from the drop-down list one of the following treatment settings:
 - ❖ MER-Medical Eligibility Review- (3871,3871b)
 - ❖ PA- Pre Authorization
 - ❖ CCR- Concurrent Review
 - ❖ NF- Nursing Facility
 - ❖ CSR- Continued Stay Review
 - Chronic Hospital-MER
 - Hospital 3808 Processing
 - Hospital PA/CCR Review
 - Medical Adult Day Care-MER
 - NF-MER/CSR
 - Specialty Hospital-MER
 - Waiver-MER

- **Is this a Surgical admission?:** Select “Yes” or “No” from the drop-down list;

- **Admission Date:** This is the date the patient was admitted into the hospital;

- **Is this an Emergency?-**Select “Yes” or “No” from the drop-down list;

- **Primary and Secondary diagnosis:** Select a diagnosis from the list of diagnoses set up by your iEXCHANGE Administrator. You may enter one primary and three secondary diagnoses.
 - **To select a diagnosis:** Click the drop-down arrow to display a list from which you can select a diagnosis. The ICD-9 code associated with the diagnosis you have selected will automatically appear in the Code text field. Note: Please check with your iEXCHANGE® Administrator if you would like additional diagnoses added to the list.
 - **To enter a diagnosis code:** If you know the ICD-9 code, enter it (including the decimal point) in this field. iEXCHANGE® Web does not automatically add the corresponding diagnosis description to the Select a diagnosis field when you enter the code. Note: you can enter an ICD-9 diagnosis code not included in your drop-down list.

- **Requested Length of Stay:** Enter number of days requested;

- **Attending physician:** Enter the Attending physician's Medicaid ID number if you know it; otherwise, enter 999999999 (nine 9's) and note the attending physician's name in the iEXCHANGE® Notes field at the bottom of the page. *Note: If you enter a valid Medicaid number and the Preview Page reports an invalid attending physician entry, use 999999999 and note the attending physician's name in iEXCHANGE® Notes;*

- **DRG Number: (Optional Field)** Enter the DRG number only for **Hospital 3808 Processing**.

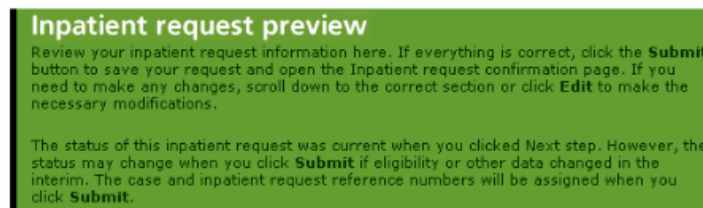
- **Review Type:** Select from the drop-down list one of the following:
 - **Elective**
 - **Emergent**
 - **Retroactive**

Section 2 of the Screen Certification Services Requested

- **Procedure** (if applicable): Enter the ICD-9 procedure code, up to three procedures.
 - **To select a procedure code:** Click the drop-down arrow to display a list from which you can select a procedure. If you know the ICD-9 code, enter it (including the decimal point) in this field. iEXCHANGE® Web does not automatically add the corresponding procedure description to the Select a diagnosis field when you enter the code. Note: you can enter an ICD-9 procedure code not included in your drop-down list.
- **Scheduled Date:** This is the date the patient will be scheduled for the procedure;
- **Additional Comments:**
 - **Clinical Information**
 - **Abnormal Findings**
 - **iEXCHANGE Notes**

You can enter additional comments, in free text, for this request in the text box provided. iEXCHANGE® Notes field will only accept standard text. Do not enter special characters such as: | ^ ~ { } [] | @ ` _ \$. . Use of these characters will generate an error message. Additionally, please do not use non-English language characters in iEXCHANGE® Notes or any other iEXCHANGE® entry field. Use of characters such as ñ or Ñ will result in delayed processing of your request as these characters will cause problems for KePRO while reviewing your submission.

- Choose the **Next step** button to continue or the **Cancel** button if you need to start over or do not want to post this certification. If you click Next step, the Inpatient Request preview page appears (see screenshot below):



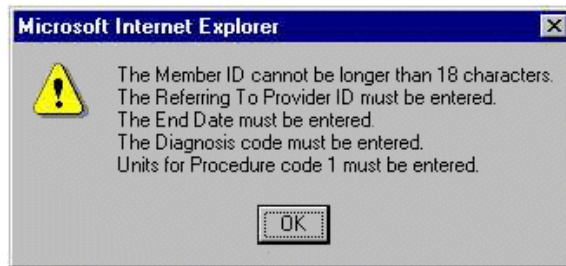
Case status will be – **Pended**


Other Request Warning Messages

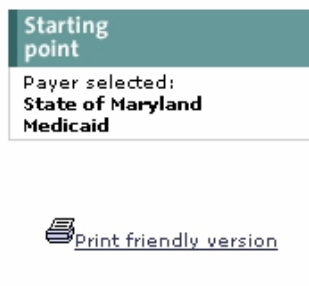
Any of the following situations generate the corresponding error messages when you click next step button:

Action	Error Message
If you do not enter a Member ID	The Member ID must be entered.
If you do not answer Is This an emergency? question	"Is This an emergency?" must be entered.
If you do not enter a Start Date	The Start Date must be entered.
If you do not enter an End Date	The End Date must be entered.
If you do not enter a Diagnosis code	The Diagnosis code must be entered.
If the data entered in the Comments field is greater than 8000 characters	The comments cannot be longer than 8000 characters.
If you do not enter an attending physician	The attending physician must be entered.

Example of Error Message



- Make note of the errors and then click **OK** to close the message box. You can then make the necessary changes or corrections on the preview page;
- Click the printer icon () located next to payer selected to obtain a print friendly version of the request;



- Click the Preview changes button to review the results of any edits you have made to the information on this page. **You must click SUBMIT and receive the**

confirmation page to have successfully submitted the request. If the confirmation page does not appear, the request has not been successfully submitted;

DOE, JOHN	Case ID – 04097-0001	Status – Pended
	Prior Authorization Number –	

- To cancel the current request, click Cancel and you will return to the starting point page;
- Click the Print-friendly link to generate a printable version of the Inpatient Request confirmation page. Once the Print-friendly other request confirmation page displays, click the Print this page link to print the page. Click the Close button to return to the Inpatient Request confirmation page;
- Click the Inpatient New certification/Extend certification to enter another case.

Step by Steps for Entering Concurrent Review Requests

- Click **Inpatient request** in the menu bar at the top of any iEXCHANGE® Web page;
- iEXCHANGE® Web opens the Inpatient instructions page, containing a menu of your available request options. Click on **Extend Inpatient**;

Starting point | HELP | PREFERENCES | Inpatient | Other | Referral | Search | Trainer One log out

Payer selected: State of Maryland Medicaid

New Inpatient Request

Extend Inpatient

Inpatient instructions

Use this page to select the inpatient transaction you wish to perform. Depending on the payer you have selected, you can choose to submit a new inpatient request, an inpatient request extension, a new inpatient notification or an inpatient notification extension.

New Inpatient Request

Click the **New Inpatient Request** link, above. A blank Inpatient request entry page appears. You can add a member ID and all request information for this member.

Extend Inpatient

Click the **Extend Inpatient** link, above. You must use the **Treatment search** functionality to search for the inpatient treatment you wish to extend. Depending on the payer you have selected, you will be able to submit an Inpatient request extension or an Inpatient notification extension.

A Note before you begin: if you selected the wrong payer (you want to submit this request to a different payer) click the **Starting point** link, above, to return to the Starting point page and select the correct payer.

- The following screen appears after selecting **Extend Certification**;

Treatment search

Use this page to search for existing referral requests and/or inpatient and other requests for a member(s) associated with a provider. This includes referring providers, servicing providers, submitting providers, and/or the member's PCP.

1 Choose a category to search by (A, B, or C)

Choose ONE Category and enter the appropriate values; Click **Submit search** to view referrals and/or inpatient and other requests.

A Treatment Range

Start Date: / / (mm/dd/yyyy)

End Date: / / (mm/dd/yyyy)

Search filter: Show Referral, Inpatient and Other treatments

Member ID: Member search

Submit search Cancel

B Case ID

Case ID:

Submit search Cancel

Enter the Case ID in section B;

- The Treatment Search Details of the case will appear;

Treatment search details

This page lists the case you selected including the case ID, member data, and all services. Each service section includes an Extend button. Click **Extend** to add units/providers/dates to the service. Click **Modify case and/or treatment data** to add additional information to the case and/or a treatment.

HINES, TONIA

Case ID — 07011-0001 Status — **Approved**

[Modify case and/or treatment data](#)

Member ID	T1
Date of birth	05/05/1972
Gender	Male
Member age	34
Line of business	Fee for Service
Coverage dates	
Group ID	
Group name	
Client code description	Maryland Medicaid
Subscriber ID	T2
Subscriber name	JAKE HINES
Primary care physician (PCP)	
PCP ID	
PCP phone	
DRG Number	
	add to comments
iEXCHANGE Notes 1	01/11/2007 09:47 AM User: Train Account 1 TEST
iEXCHANGE Notes 2	
iEXCHANGE Notes	

- Continue to scroll down in the Treatment Search Details until the length of stay (LOS) information is displayed. Here you will find the Extend (Request) button to submit for concurrent or retrospective reviews;

LOS Information	Extend (Request)	Extend (Notification)
Treatment setting	SNF - MER / CSR	
Admit date	01/11/2007	
To date	01/18/2007	
Disposition		
Length of stay (LOS)	7	
Primary diagnosis code	493.90	
Primary diagnosis description	ASTHMA, UNSPECIFIED	
Attending physician	HINES, JAKE	
Attending physician ID	T1	
Attending physician phone		
Attending physician zip code		
Attending physician specialty	Internal Medicine	
iEXCHANGE Service ID – 070110001L001001		
Status – Authorize		
Start date	01/11/2007	
End date	01/18/2007	
Status reason	Nurse Reviewer Approval	
Days	7	
Facility	HERSHEY MEDICAL CENTER	
Facility ID	T2	
Submitting provider	T2	
Submitting provider ID	HERSHEY MEDICAL CENTER	
Submitting provider specialty		
Submitting provider type	Hospital	

- Click the Extend Request Button;
- The Inpatient extension request entry page displays (see screenshot on the next page);

Inpatient request extension entry

Use this page to extend an inpatient request. Once you enter the appropriate information click **Next step**. iEXCHANGE evaluates your inpatient request extension and displays the Inpatient request extension preview page. Related case and service information is displayed below.

1 Extension information

Select the submitting provider, extension primary diagnosis, and enter the additional requested length of stay units. You may select a procedure, if applicable. Click **Next step** to continue. iEXCHANGE evaluates your inpatient extension request and displays the Inpatient request extension preview page.

Submitting provider

Extension primary diagnosis

Secondary diagnosis (optional)

Secondary diagnosis (optional)

Secondary diagnosis (optional)

Attending physician

Additional requested LOS units

Admission Type

Procedure (optional)

Scheduled date (optional) / / (mm/dd/yyyy)

Procedure (optional)

Scheduled date (optional) / / (mm/dd/yyyy)

Procedure (optional)

Scheduled date (optional) / / (mm/dd/yyyy)

Additional Comments (optional)

iEXCHANGE Notes 1

iEXCHANGE Notes 2

iEXCHANGE Notes

- Submitting provider:** Select from drop-down list. The provider ID is the hospital's Medicaid Identification number or the ID of the physician submitting the request. All Medicaid Provider's Identification numbers are nine (9) digit numbers.

- **Extension Primary Diagnosis:** Select a diagnosis from the list of diagnoses set up by your iEXCHANGE Administrator. You may enter one primary and three secondary diagnoses.
 - **To select a diagnosis:** Click the drop-down arrow to display a list from which you can select a diagnosis. The ICD-9 code associated with the diagnosis you have selected will automatically appear in the Code text field. Note: Please check with your iEXCHANGE® Administrator if you would like additional diagnoses added to the list.
 - **To enter a diagnosis code:** If you know the ICD-9 code, enter it (including the decimal point) in this field. iEXCHANGE® Web does not automatically add the corresponding diagnosis description to the Select a diagnosis field when you enter the code. Note: you can enter an ICD-9 diagnosis code not included in your drop-down list.

- **Attending physician:** Enter the Attending physician's Medicaid ID number if you know it; otherwise, enter 999999999 (nine 9's) and note the attending physician's name in the iEXCHANGE® Notes field at the bottom of the page. *Note: If you enter a valid Medicaid number and the Preview Page reports an invalid attending physician entry, use 999999999 and note the attending physician's name in iEXCHANGE® Notes;*

- **Additional Requested Length of Stay Units (LOS):** Enter number of days requested;

- **Review Type:** Select from the drop-down list one of the following;
 - **Elective**
 - **Emergent**
 - **Retroactive**

- **Procedure** (if applicable): Enter the ICD-9 procedure code, up to three procedures.
 - **To select a procedure code:** Click the drop-down arrow to display a list from which you can select a procedure. If you know the ICD-9 code, enter it (including the decimal point) in this field. iEXCHANGE® Web does not automatically add the corresponding procedure description to the Select a diagnosis field when you enter the code. Note: you can enter an ICD-9 procedure code not included in your drop-down list.

- **Scheduled Date:** This is the date the patient will be scheduled for the procedure;

- Additional Comments may be entered in the fields labeled:
 - **Clinical Information**
 - **Abnormal Findings**
 - **iEXCHANGE Notes**

- Pertinent information to submit in the Additional Comments text boxes includes:
 - Vital signs
 - Lab/imaging results
 - Diagnostic studies/procedures with dates
 - Significant physical exam findings
 - Treatment provided
- Choose the **Next step** button to continue or the **Cancel** button if you need to start over or do not want to post this certification. If you click Next step, the Inpatient Request extension preview page appears (see screenshot below).

Starting point | **Inpatient** | **Other** | **Referral** | **Search**

Payer selected: New certification Extend certification

[Print friendly version](#)

Inpatient request extension preview

Review your inpatient extension request information here. If everything is correct, click the **Submit** button to save your extension and open the Inpatient request extension confirmation page. If you need to make any changes, scroll down to the correct section or click **Edit** to make the necessary modifications.

The status of this request was current when you clicked Next step. However, the status may change when you click **Submit** if eligibility or other data changed in the interim. The case and inpatient extension request reference numbers will be assigned when you click **Submit**.

SMITH, M Case status — **Authorized**

Inpatient request extension information Edit

Principal service

Status — Pend

Extension LOS units: 4

Admit date: 04/01/2004

To date: 04/25/2004

Primary diagnosis: 486 — PNEUMONIA, ORGANISM UNSPECIFIED

Attending physician: —

Presenting Signs and Symptoms/Treatment Plan: —

Abnormal Findings: —

iEXCHANGE Notes: —

Questionnaire

Complete the following Questionnaire forms to add additional data to your inpatient extension request. Please note that (!) indicates questionnaires that can affect the extension status — if you complete the questionnaire you may receive an approval.

Description

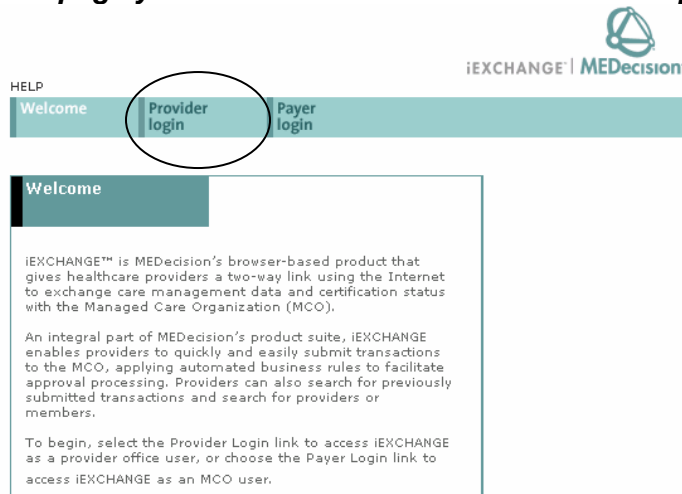
Accessed Affects status

iEXCHANGE® Account Maintenance

This step by step will show how the **administrative user** can add a new user to iEXCHANGE® (i.e. they have a new employee they want to give access/log on to iEXCHANGE®) and/or edit information on a user (i.e. how to remove a user that no longer works there and/or how to reset the password for a user).

Complete these steps to logon to iEXCHANGE® Web.

- Open your Internet connection;
- Type the iEXCHANGE® Web URL: (<https://iEXCHANGE®.medecision.com/IEApp/Logon.jsp>) and press ENTER. You can also link from KePRO's Provider website, www.kepro.org or <http://dhmh.kepro.org>
- **The first page you see is the iEXCHANGE® Welcome page;**

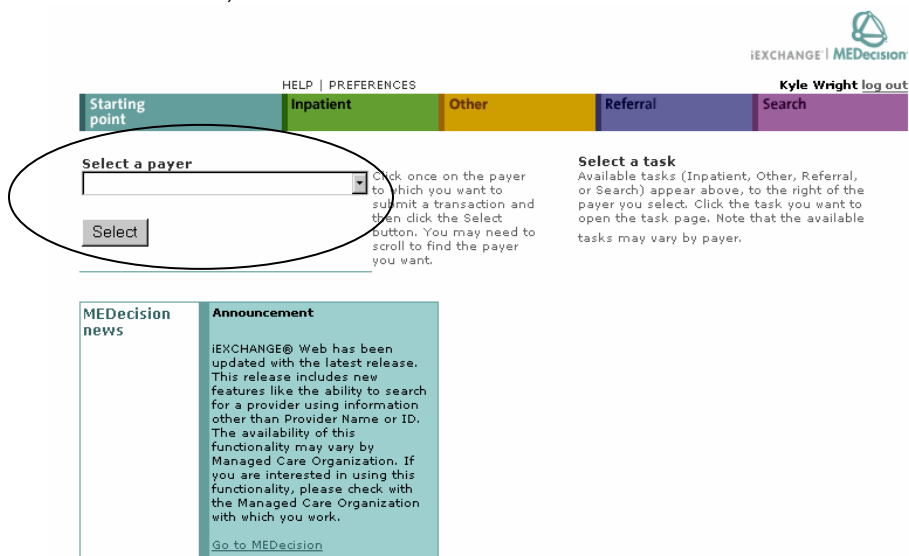


- Click on the Provider Log-in link. The Provider Log-in page appears. Note: The IDs and Password you must enter are case sensitive. Enter each with the appropriate upper and lower case letters;

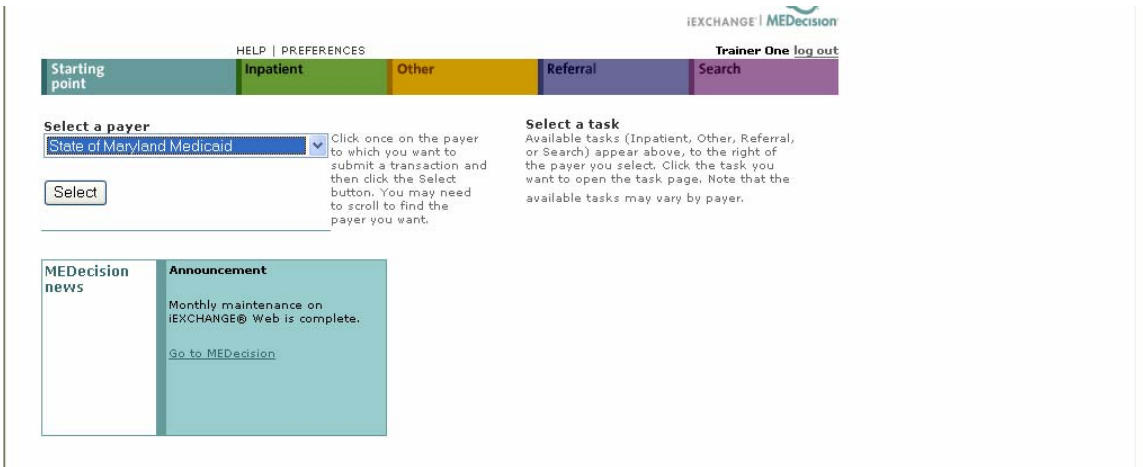
Enter your **Login name** (User ID), the **iEXCHANGE ID** assigned to your office, and then your **Password**. Click the **Login** button to connect. Note that the IDs and Password you must enter are case-sensitive. You must enter each with the appropriate upper and lower-case letters as used when each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

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

- **User ID:** Enter your User ID in the User ID field and press tab to enter your iEXCHANGE® ID and press tab (or click in the Password field);
- **Password:** Type your password here. iEXCHANGE® Web masks what you type with asterisks. Once you complete your password, click the Login button;
- **Login (button):** Click here to complete the login process. If you entered the correct information the Logon page closes and the iEXCHANGE® Starting Point page appears;
- **Cancel (button):** If you incorrectly enter the information, or you simply want to start again, click this button. iEXCHANGE® Web clears the fields and displays a verification message: “Log-on Aborted”;
- If you enter an invalid User ID or password and then choose the Log-in button an error message will display "Log-in Failed. Please try again." Please re-enter your IDs and password correctly. You have three attempts before being locked out. Please wait twenty minutes before attempting to log-in again. If you continue to be unsuccessful with logging in, please contact your iEXCHANGE® Account Administrator;
- Once the log-in is successful, this is what the first screen looks like in iEXCHANGE®;



- Select a Payer by clicking on the drop down box (see screenshot);



- Click on State of Maryland Medicaid from the drop down menu, and then click the Select button. The Starting point page redisplayes showing the payer you selected;
- Click on **Inpatient** to enter a case or they can click on **Preferences** (at the top of the page) to change passwords, add new users, etc;
- The administrative user will need to click on Preferences to change passwords, add new users, etc. If the person is **NOT** an administrative user, the only option they will have in this screen is to Change password. Only the administrative user will have the second option (iEXCHANGE® administrator) and this is what they will need to click on;
- Once they click on Preferences, this is what the screen will look like:



The iEXCHANGE® administrator page then appears where you can perform maintenance on the following tasks: Group administration, Account administration, Submitting providers, frequent providers, frequent procedures and frequent diagnoses.

EXCHANGE® Administrator page

iEXCHANGE administrator

Choose from the links below to perform administration tasks.

Administer provider group: 100100

▶ **Group administration**

Click the **Group Administration** link above to enter or edit information about your iEXCHANGE Provider Group.

▶ **Account administration**

Click the **Account administration** link above to enter or edit information about account users for your iEXCHANGE Provider Group. New users of iEXCHANGE can be set up here.

▶ **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.

▶ **Frequent providers**

Click the **Frequent providers** link above to set up a shortlist to be used in iEXCHANGE to hold the providers your Provider Group most often uses.

▶ **Frequent procedures**

Click the **Frequent procedures** link above to set up a shortlist to be used in iEXCHANGE to hold the procedure codes your Provider Group most often uses.

▶ **Frequent diagnoses**

Click the **Frequent diagnoses** link above to set up a shortlist to be used in iEXCHANGE to hold the diagnosis codes your Provider Group most often uses.

Group Administration

As a User, it is important that the information related to your group stored within iEXCHANGE® Web is accurate and up to date. As a User with Administrative Group Maintenance access, you have the ability to add and edit information related to your hospital.

Add/Edit Group Information

Use the following steps to add or edit your group information:

- From the iEXCHANGE® preferences page, select the **iEXCHANGE® administrator** link. This will open the iEXCHANGE® administrator page.
- On the iEXCHANGE® administrator page, select the Group administration link. This will open the Group Administration page from which you can add to or modify your group's information.

Group Administration
Edit the general information for your iEXCHANGE Provider Group. This is important contact information which MEDecision will be able to use to contact your Provider Group.

1 Edit admin group name →

Existing Group IDs are not editable. You may edit the Group name.

Group ID: 5420

Group name:

2 Edit the group's contact information →

First name:

Middle name:

Last name:

Suffix:

Street address:

Street address 2:

City:

State:

Zip code:

Office number:

Office extension:

Email address:

Submit Cancel

- Once the Group administration page displays, you can add or edit the following information related to your group:
 - **Add/Edit the Group Name** (i.e., Hospital/Facility Name)
 - **Add/Edit the contact information for Hospital:**
 - **First name:** Type the contact person's first name.
 - **Middle name:** Type the contact person's middle name, if applicable.

- **Last name:** Type the contact person's last name.
- **Suffix:** Type any suffix that applies (i.e., Jr., Sr., etc.)
- **Street address field 1:** Enter the agency's street address.
- **Street address field 2:** Enter any further street address information for the agency.
- **City:** Enter the name of the city where the agency is located.
- **State:** Select the agency's state from the drop-down list.
- **Zip:** Enter the agency's zip code.
- **Office number:** Enter the contact person's office telephone number.
- **Office extension:** Enter the contact person's extension number, if applicable.
- **Fax number:** Enter the agency's fax number, if applicable.
- **E-mail address:** Enter the contact person's e-mail address, if applicable.
- When modifications are finished, click the **Submit** button to save your changes, or click **Cancel** to discard all the changes you have made. If you choose **Submit**, the changes you have made to your group's information will be saved and you will receive a confirmation stating that your group's information was successfully updated.

Account Administration

As a User with Administrative Group Maintenance access, you have the ability to add and edit account information (users) associated with your group.

Use the following steps to add or edit your agency's account information:

- From the iEXCHANGE® preferences page, select the **iEXCHANGE® administrator** link. This will open the iEXCHANGE® administrator page.
- On the iEXCHANGE® administrator page, select the Account administration link. This will open the Account administration page. The Account administration page displays a listing of all users currently associated with your provider group. Users are listed by name, logon ID, user role, and current status. From this page you can choose to edit an existing account or create a new account.
- Please note the column labeled **User role** – when the administrative user adds users, they can decide what role that user should be; whether they should be staff or an admin user. There can be more than one admin user at a hospital but KePRO only knows of the original assigned administrator to the account.
- Please also note the column labeled **Current status**. Users can **NOT** be removed or deleted once they have been entered – they can only be made **ACTIVE** or **INACTIVE**. If the hospital wants to make a user inactive, they will need to place their radio dial next to the user's name, click on **Edit user** and the next screen will have the field to determine active or inactive.
- If the administrative user needs to reset a password, they will also need to click on the button labeled **Edit user**.

Account Administration

This page contains a list of the Accounts currently associated with your Provider Group. Select the user you wish to edit and click **Edit user** to modify an existing user's data. Click **Add new user** to add a new account user to this list.

Edit an existing user or add a new user.

To edit an existing user, select the radio button next to the user name then click the Edit user button. To add a new user, click the Add new user button.

Results 1-10 of 35 [« previous](#) [next »](#)

	User Name	Logon ID	User Role	Current Status
<input checked="" type="radio"/>	Robyn Fritz	RFritz	admin	ACTIVE
<input type="radio"/>	Amy Wagner	AWagner	admin	ACTIVE
<input type="radio"/>	Janine Eidenberg	JEidenberg	admin	INACTIVE
<input type="radio"/>	Paul Cameron	PCameron	admin	INACTIVE
<input type="radio"/>	Ray Cori	RCori	admin	ACTIVE
<input type="radio"/>	Amy Kloss	AKloss	admin	INACTIVE
<input type="radio"/>	David Santivasci	DSantivasci	admin	ACTIVE
<input type="radio"/>	Greg Leone	GLEone	admin	ACTIVE
<input type="radio"/>	Jerry Monahan	JMonahan	admin	ACTIVE
<input type="radio"/>	Jay Roberts	JRoberts	admin	INACTIVE

[« previous](#) [next »](#)

If editing a user's information, click the button next to the name of the user you want to edit. Then click the **Edit** button.

Add New Account

You can add new users to your provider group. Complete the following steps to set up a new account:

- From the Account administration page, select the **Add new user** button. The Setup Account Information page will display.

Setup Account Information

Enter all relevant account user information including the First, Middle and Last Name, Login Information, User Role and Status. Once you add the correct information, click **Submit**.

1

Enter logon and password information →

Requested logon ID

New password

Confirm new password

2

Enter user profile information →

First name

Middle name

Last name

Suffix

Status

Assign admin privileges

- Enter the new user's logon and password information. (All fields are mandatory.)
 - **Requested Logon ID:** Use this field to assign a User ID
 - **Password:** Enter the confidential password the user will use, in conjunction with the Logon ID, to access iEXCHANGE® Web.
 - **Confirm Password:** Re-enter the password to verify the correct spelling/characters.
- Enter the new user's profile information. (All fields are mandatory unless specified as optional.)
 - **First Name:** Type the user's first name
 - **Middle Name** (optional): Type the user's middle name, if applicable
 - **Last Name:** Type the user's last name
 - **Suffix** (optional): Type any suffix that applies (i.e., Jr., Sr., etc.)
 - **Status:** Select the user's status from the drop-down list (Active or Inactive)

Assign admin privileges: Select the user's role from the drop-down list (System Administrator or Staff)

- Changing the User's privileges to Admin will give them *full* privileges and it is best to only have one (1) or two (2) users with Admin privileges.
- Click **Submit** to add the new user account. (Click **Cancel** if you do not want to add the new user account.)
- The new account will be added to iEXCHANGE® Web and will be available for immediate use. You will receive a confirmation stating that the user account was

added successfully. The above steps can be repeated to add more than one user.

Edit Account Information

You can edit existing User accounts associated with your provider group. Complete the following steps to edit an existing account:

- From the Account administration page, select the radio button next to the account you wish to edit and then select the **Edit user** button. The Edit account information page will display. From this page you can change a user's password as well as their user profile information.

Edit Account Information
Enter all relevant account user information including the First, Middle and Last Name, Login Information, User Role and Status. Once you add the correct information, click **Submit**.

1 Edit password information →

Logon ID 54542

New password

Confirm new password

User must change password

2 Edit user profile information →

First name

Middle name

Last name

Suffix

Status

Assign admin privileges

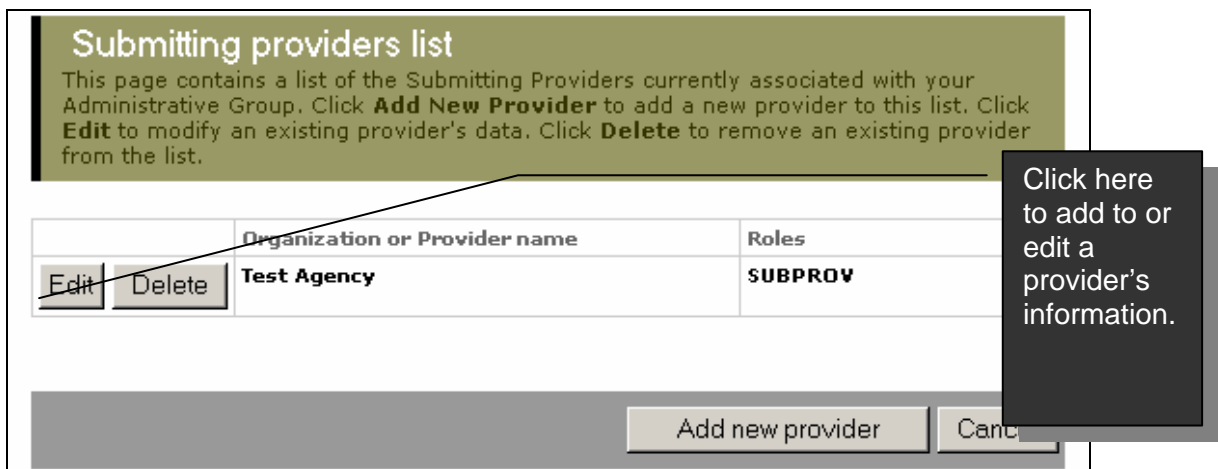
Submit changes Cancel

- Edit the User's logon and password information if necessary.
 - **New password:** Assign a new confidential password the user will use, in conjunction with the Logon ID, to access iEXCHANGE® Web.
 - **Confirm password:** Re-enter the password to verify the correct spelling/characters.
 - **User must change password:** Check this box if you want iEXCHANGE® Web to prompt this user to change the password you are assigning to their account the next time they log in.
- Edit the user's profile information
 - **First Name:** Edit the user's first name
 - **Middle Name:** Edit the user's middle name, if applicable
 - **Last Name:** Edit the user's last name
 - **Suffix:** Edit the user's suffix information (i.e., Jr., Sr., etc.)
 - **Status:** Change the user's status using the drop-down list (Active or Inactive)
 - **Assign admin privileges:** Modify user's role using the drop-down list (System Administrator or Staff)
- Click **Submit changes** to update the user's account. (Click **Cancel** if you do not want to update the user's account.)
- The modified account information will be added to iEXCHANGE® Web and will be available for immediate use. You will receive a confirmation stating that the user account was updated successfully. The above steps can be repeated to modify additional users' information.

Submitting Providers

Use the Submitting Providers function to add, edit, or delete a submitting provider. The hospital will typically be the only submitting provider that you must add to this list.

After you click the Submitting Providers link on the iEXCHANGE® Administrator page, the Submitting providers list page displays showing all submitting providers currently associated with your administrative groups.



Submitting providers list

This page contains a list of the Submitting Providers currently associated with your Administrative Group. Click **Add New Provider** to add a new provider to this list. Click **Edit** to modify an existing provider's data. Click **Delete** to remove an existing provider from the list.

	Organization or Provider name	Roles
<input type="button" value="Edit"/> <input type="button" value="Delete"/>	Test Agency	SUBPROV

Click here to add to or edit a provider's information.

Submitting Providers list

Delete Providers

To delete a provider, click the **Delete** button next to the provider's name.

Add Providers

Click the **Add new provider** button at the bottom of the Submitting providers list page. The Setup submitting provider page displays.

Setup submitting provider

Enter all relevant provider information including the Organization Name OR the Provider First, Middle and Last Name, address information, phone numbers and Tax ID. Once you add the correct information, click **Next Step** to continue.

1 Step 1: Submitting provider information

Organization name*

- OR -

First name*

Middle initial

Last name*

Suffix

Address 1

Address 2

City

State

Zip code -

Phone - - Extension

Tax ID

Universal provider ID

Next step Cancel

Set Up Submitting Provider page

Complete the following steps to add a submitting provider:

- **Organization Name:** Enter the organization name (i.e., XYZ Hospital) :
 - **Address 1:** Enter the provider's street address.
 - **Address 2:** Enter additional street address information, if necessary.
 - **City:** Enter the provider's city.
 - **State:** Select the provider's state from the drop-down list.
 - **Zip code:** Enter the Zip code + 4.
 - **Phone:** Enter the provider's phone number beginning with the area code.
 - **Extension:** Enter a phone extension, if necessary.
- **Tax ID:** This field is not used by KePRO and can be left blank.
- **Universal Provider ID:** This field is not used by KePRO and can be left blank.
- When you are finished entering the required data, click the **Next step** button. The following page displays:

Setup submitting provider

Use this page to associate the selected provider with any number of Payer organizations -- with a unique provider ID for each payer, if necessary. (1) Select the payer from the list. (2) Enter the correct ID number for this provider for the selected payer. (3) Enter a supplemental ID number for this provider for the selected payer, if necessary. (4) Click **Add to List**. (5) Click **Save** when finished adding IDs. You can delete payers from the list by clicking the **Delete** button next to the listed payer.

2

Step 2:
MCO provider ID setup

Anderson, Mark J

A Select a payer:

Payer*

▼

B Provider ID:

MCO Provider ID*

Supplemental Provider ID

Mark as Default Submitting provider

Add to list

Providers for the group:

	Payer	ID	Supplemental	Roles
Delete	GNL350QAD	A10032		SUBPROV

Save

Clear form

Cancel

- This page enables you to associate the provider you just entered with KePRO Inpatient.
 - Select a payer from the drop-down list in the Payer field.
 - Enter the correct provider ID number in the MCO Provider ID field. Please use your Medicaid Provider ID.
 - Disregard the Supplemental Provider ID box, this field is not used by KePRO and can be left blank.
 - To designate this provider to be the default submitting provider, check the Mark as Default box.
 - Click the Add to list button to add the provider to each payer list.
 - Click the Save button to save all additions and continue with the iEXCHANGE® Web session. Click the Clear form button to clear entered data and start over. Click Cancel to delete the data.

Edit Providers

To edit information for a provider, click the Edit button next to the provider's name. The Set up submitting provider page opens with the existing information for the provider. To change or add information follow the same steps as outlined in Adding Providers.

Frequent Providers

Use this section to set up the short list of servicing and/or attending providers your Administrative group most often uses. Click the Frequent providers link. The Frequent providers list page displays as illustrated in the following figure.

Frequent providers list

This page contains a list of the Frequent Providers currently associated with your Administrative Groups. Click **Add New Provider** to add a new provider to this list. Click **Edit** to modify an existing provider's data. Click **Delete**, to remove an existing provider from the list.

Provider type: All Go

Organization or Provider name	Roles

Add new provider
Cancel

To add providers, click the Add new provider button. The Setup frequent provider page displays.

1 Step 1: Submitting provider information

Setup frequent provider

Enter all relevant provider information including the Organization Name OR the Provider First, Middle and Last Name. Once you add the correct information, click **Next Step** to continue.

Organization name*

- OR -

First name*

Middle initial

Last name*

Suffix

Next step Cancel

Enter either the organization name or the provider's first and last name for attending physicians. Add a middle initial and suffix can also be entered. Click the Next step button. The next page in the set up sequence opens as illustrated in the following figure.

2 Step 2: MCO provider ID setup testing

A Select a payer:

Payer*

B Provider ID:

MCO Provider ID*
 Supplemental Provider ID

C Select provider roles:

Provider Role	Mark as default for the role in the group
<input type="checkbox"/> Servicing provider	<input type="checkbox"/>
<input type="checkbox"/> Attending physician	<input type="checkbox"/>
<input type="checkbox"/> Facility	<input type="checkbox"/>

Providers for the group:

	Payer	ID	Supplemental	Roles

Select the appropriate role...

Then click here to make this provider the default for that role.

The provider name displays at the top of the page. Select a payer. This should always be State of Maryland Medicaid from the drop-down box in section A. In section B, enter the appropriate Medicaid provider and/or physician number. Disregard Supplemental Provider ID box. In section C, select the appropriate Provider Role box.

Setting up Default Providers

Click on select to have this provider appear as the default for the role in the group box.

Click the Add to list button to add this provider to your short list. Click the Save button to save the information. Click the Clear form button to start over, or Cancel if to delete this provider information.

After you have saved your entry, the frequent providers list page appears displaying the provider just entered.

Frequent providers list		
<p>This page contains a list of the Frequent Providers currently associated with your Administrative Groups. Click Add New Provider to add a new provider to this list. Click Edit to modify an existing provider's data. Click Delete, to remove an existing provider from the list.</p>		
<p>Provider type: <input type="text" value="All"/> <input type="button" value="Go"/></p>		
	Organization or Provider name	Roles
<input type="button" value="Edit"/> <input type="button" value="Delete"/>	John Doe	
<input type="button" value="Add new provider"/> <input type="button" value="Cancel"/>		

Frequent Diagnoses

Use this section to add, edit or delete frequently used diagnoses.

Add Diagnoses

- Enter the ICD-9 code in the **Diagnosis Code** field. (This field is required.)
- Enter a description in the **Diagnosis Description** field. (This field is required.)
When finished entering the requested information, you will be prompted to either submit or cancel the data. If you submit it, the system will update the list. The system will then display a confirmation stating that the information was successfully updated. You can repeat the above steps to add more than one diagnosis code to the list.

Edit Diagnoses

Select the diagnosis you want from the list. You can now edit the diagnosis *description*. (You cannot edit the diagnosis *code*. If you want to change the diagnosis code, delete the entire diagnosis and enter a new diagnosis code. (For the Edit option, the order of the list is as entered.)

Delete Diagnoses

Select the diagnosis to be deleted from the list by clicking on it and then click the **Delete from List** button. The diagnosis is removed from your system. Use the **Clear Entry** button to clear information.

Changing a Password

Your iEXCHANGE® Web password is only valid for a limited number of days. Therefore, when you logon to the system, iEXCHANGE® Web may prompt you to change your password.

When you log on to iEXCHANGE® Web, enter your User ID, your confidential password, and choose the **Login** button. Assuming you entered a valid ID and password, one of two things can happen:

- The iEXCHANGE® Web Starting point page appears, or
- iEXCHANGE® Web displays a message "**Your password has expired.**" and opens the Change password page.

You can also change your iEXCHANGE® Web password at any time by choosing **Change password** in the menu within the iEXCHANGE® Web Preferences page.

Change Password Steps

The screenshot shows a web form titled "Change Password" with a green header. Below the header is a text box containing instructions: "Enter your current password. Then enter your new password, followed by a confirmation of your new password. Once you enter the correct information, click the Submit button to continue." Below this are three input fields labeled "Current Password", "New Password", and "Confirm New Password". A callout box on the right side of the form contains the text: "Make sure to enter your password a second time to confirm the change." At the bottom right of the form are two buttons: "Submit" and "Cancel".

When this page appears, the cursor is in the Current password field. Complete these steps:

- **Current password:** Type in your current password.
- **New Password:** Type in your new password (from six (6) to 16 alphanumeric characters). Asterisks appear in place of the letters you type.
- **Confirm New Password:** Retype the new password exactly as you entered it in the New Password field. iEXCHANGE® Web confirms your new password.

Submit New Password

Click the **Submit** button to save your new password. This message appears:

Password has been successfully changed.

[Click here to continue.](#)

You can also change your iEXCHANGE® Web Password at any time by first selecting Preferences from the iEXCHANGE® Web Menu bar appearing on all pages, and then choosing **Change password** in the menu within the iEXCHANGE® Preferences page.