



iEXCHANGE[®] QUICK REFERENCE GUIDE – MARYLAND MEDICAID

Getting Started

<p>New Users</p>	<ul style="list-style-type: none"> • Visit the KePRO website at http://dhmh.kepro.org/ and contact a Provider Service Representative at 866-581-6773 • A KePRO Provider Service Representative will contact you with and administrative user ID for your office/ facility • The administrative users can grant access to additional staff members
<p>Login information</p>	<ul style="list-style-type: none"> • iEXCHANGE[®] Log-in screen can be accessed from the KePRO website and saved to your favorites or a shortcut can be added to your desktop • Username, iEXCHANGE[®] ID, and password will be required for each user • iEXCHANGE[®] ID is a unique account number assigned for each provider and will stay the same for all payers
<p>Available iEXCHANGE[®] transactions</p>	<ul style="list-style-type: none"> • Inpatient requests (includes MADC and Waivers) • Member Search • Provider Search • Treatment search and Treatment Update Search
<p>Member ID</p>	<ul style="list-style-type: none"> • Search by member ID (should be keyed as it appears on the insurance ID card (valid Medicaid #)) • Name and Date of Birth search options available • If a member cannot be identified using the search options, select “Add Member” at the bottom of the screen and a temporary ID will be assigned
<p>Attending Physician Search</p>	<ul style="list-style-type: none"> • Multiple provider searches available, including Name, geographic and specialty searches
<p>Diagnosis and Procedure Codes</p>	<ul style="list-style-type: none"> • Diagnosis code search by description is available • Procedure codes – use ICD-9-CM
<p>Security</p>	<ul style="list-style-type: none"> • iEXCHANGE[®] uses a third party Netegrity product called “Siteminder” which authenticates the user based on User ID, iEXCHANGE[®] ID, and password • Users will be prompted to reset passwords every 90 days • As data collected in iEXCHANGE is transmitted, it is encrypted using Secure Socket Layer and 128-bit encryption
<p>Support Information</p>	<ul style="list-style-type: none"> • Provider Service Rep at KePRO – 1-866-581-6773 • MEDecision CCH Training Support Desk – 1-866-622-2630

Frequently Asked Questions

- 1- I cannot view the extended iEXCHANGE[®] comments when I submit a treatment search, what am I doing wrong?**
 - If you are using a pop-up blocker, it might prevent you from being able to view these comments, consider disabling your pop-up blocker while using iEXCHANGE[®].

- 2- Is there anything that I can do to avoid being timed out of iEXCHANGE[®]?**
 - If a page change has not occurred in iEXCHANGE[®] within 30 minutes, the system will log you off. While entering clinical information, when you get close to the 30 minutes, you may click on the “NEXT STEP” button once you have finished the demographics and the page will change. Scroll down toward the bottom of the page and finish entering your clinical information in the appropriate boxes. Clicking on “PREVIEW CHANGES” will reset the timer for another 30 minutes, allowing for additional time.

- 3- If I cannot find physician’s Medicaid number then how do I enter the admitting physician?**
 - You can enter “999999999” (nine 9’s) in the Attending Physician field and enter the name of the attending physician in the iEXCHANGE[®] Notes field.

- 4- Are there any character restrictions on the information that can be entered in the iEXCHANGE[®] Notes field?**
 - The following characters/ symbols are invalid and cannot be used: | ^ ~ [] { }
 - Additionally, please do not use non-English language characters in iEXCHANGE[®] Notes or any other iEXCHANGE[®] field. Use of characters such as Ñ will result in delayed processing of your request as these characters will cause problems for KePRO while reviewing your submission.

- 5- If one department does not finish entering a case/ request can it be completed by another department or user?**
 - No, cases/ requests must be started and completed in one session.

- 6- Can information be printed from iEXCHANGE[®]?**
 - You can print any of the Web page screens you view by clicking on the Print button on your browser. The printed pages can then be retained for your records.



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Who Should I Call?

Problem	Provider Office/ Hospital iEXCHANGE® Administrative User	KePRO 1-866- 581-6773	MEDecision 1-866- 622-2630
No username			
I am a new provider office and have not begun to use iEXCHANGE®		X	
My office/ hospital has iEXCHANGE®, but I am a new user	X		
Can't log on			
I forgot my password or log in	X		
I am the administrative user for my office and I forgot my password		X	
I have entered my log in and password but I can't access the site			X
Re-training for my office			
New staff members have been hired and need to be trained		X	
New screen options in iEXCHANGE®			X
Questions about required fields			
Unable to complete the transaction because of missing information		X	
I need information added to my drop down lists	X		