

New User Requesting Access Guide:

Requesting provider access to myameriben.com & iExchange Provider Portal

Myameriben.com is the online digital portal for providers to view claims, eligibility, and member benefit information.

The iExchange Provider Portal is located within myameriben.com and is the online digital platform for providers to submit prior authorization requests for review by our Utilization Management team.

Once a provider is registered on both myameriben.com and the iExchange provider portal, the provider can log in to myameriben.com, then access iExchange to submit new inpatient and other (outpatient) requests, request extensions for inpatient and other (outpatient) procedures, and search for treatment updates.

Note: If you have just signed up for our iExchange provider portal access, you will not be able to submit requests through the portal **for 48 to 72 hours as your account is created.**

Steps to request access (for first time users)

1. Request access/login for myameriben.com.

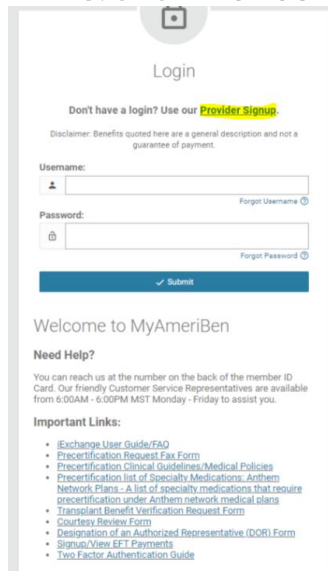
- Go to **myameriben.com**, click on **Provider** under log in or register.

LOG IN OR REGISTER

Choose an option below.



- Click on **Provider Signup** to agree to terms/conditions



Login

Don't have a login? Use our [Provider Signup](#).

Disclaimer: Benefits quoted here are a general description and not a guarantee of payment.

Username: [Forgot Username](#)

Password: [Forgot Password](#)

Welcome to MyAmeriBen

Need Help?

You can reach us at the number on the back of the member ID Card. Our friendly Customer Service Representatives are available from 6:00AM - 6:00PM MST Monday - Friday to assist you.

Important Links:

- [Exchange User Guide/FAQ](#)
- [Precertification Request Fax Form](#)
- [Precertification Clinical Guidelines/Medical Policies](#)
- [Precertification List of Specialty Medications: Anthem Network Plans - A list of specialty medications that require precertification under Anthem network medical plans](#)
- [Transient Benefit Verification Request Form](#)
- [Southern Review Form](#)
- [Designation of an Authorized Representative \(DOR\) Form](#)
- [Signup/View FFT Payments](#)
- [Two Factor Authentication Guide](#)

- Submit required registration information.

Step 2 of 4: Provider Registration

Provider/Facility:

Business Address Line 1:

User First Name:

Business Address Line 2:

User Last Name:

City:

Business Email Address:

State: Zip:

Business Email Address Confirmation:

Business Phone:

* If you have multiple NPI and/or Tax ID numbers please enter them separated by comma.

Tax ID:

National Provider ID:

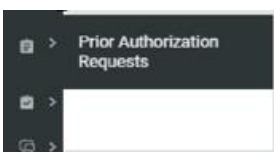
2. Upon completion of registration, AmeriBen will automatically create your access/login for the iExchange provider portal.

No additional steps are required by the provider to request access to the iExchange provider portal.

However, if you have just registered as a provider on myameriben.com, you will not be able to submit a prior authorization request through the iExchange provider portal **for 48 to 72 hours as your iExchange account is created.**

Once my iExchange account is available, how do I access iExchange?

Log into **myameriben.com**, select **Prior Authorization Requests**



What information is required when submitting a new inpatient request?

When submitting a new inpatient request, providers must enter the member ID, submitting provider, facility, treatment setting, treatment type, review type, admit date, primary diagnosis, requested length of stay, attending physician, and submitter information. Providers can also enter up to 4 diagnoses and indicate if the request is an emergency.

What information is required when submitting a new outpatient request?

When submitting a new outpatient request, providers must enter the member ID, submitting provider, facility, servicing provider, attending provider, treatment setting, primary diagnosis, and submitter information.

For additional information related to accessing iExchange, please reference the AmeriBen iExchange Provider Portal User Guide on myameriben.com.