AmeriBen Provider Portal

Sign up, submit requests, and follow up

A step-by-step guide to iExchange Portal

1. **Access** — Create your account
2. **Setup** — Add your providers
3. **Request** — Enter request details
4. **Submit** — Review and confirm
5. **Follow-Up** — Track and get help

Get Started - Create your account

1 Access | 2 Setup | 3 Request | 4 Submit | 5 Follow-Up

1 Open the provider portal using Google Chrome as web browser

ameriben.com/myameriben/

2 Choose Provider

Under Log In or Register,
select the blue Provider button.

Use Provider, not Employer/Member.



Create your account: Provider Signup

1 Access | 2 Setup | 3 Request | 4 Submit | 5 Follow-Up

1 Find the Provider signup link

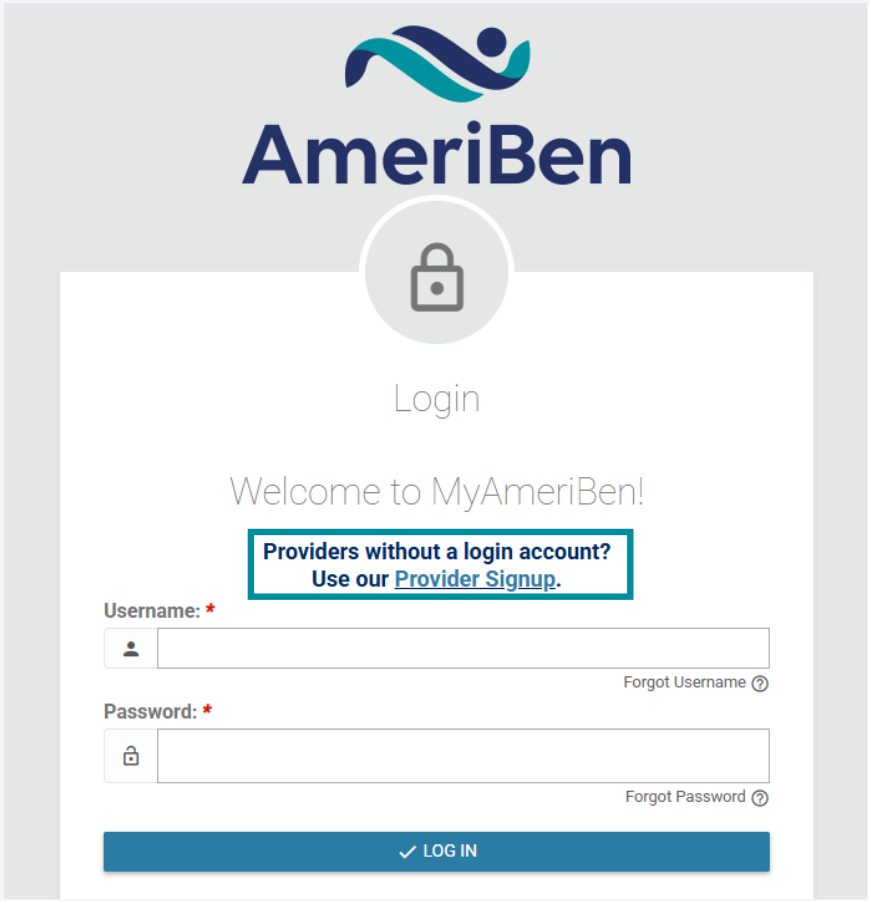
Look below the
Welcome to MyAmeriBen message.

2 Select Provider Signup

Use this link to begin creating
your provider account.

LOOK FOR THIS LINK

Providers without a login account?
Use our Provider Signup.



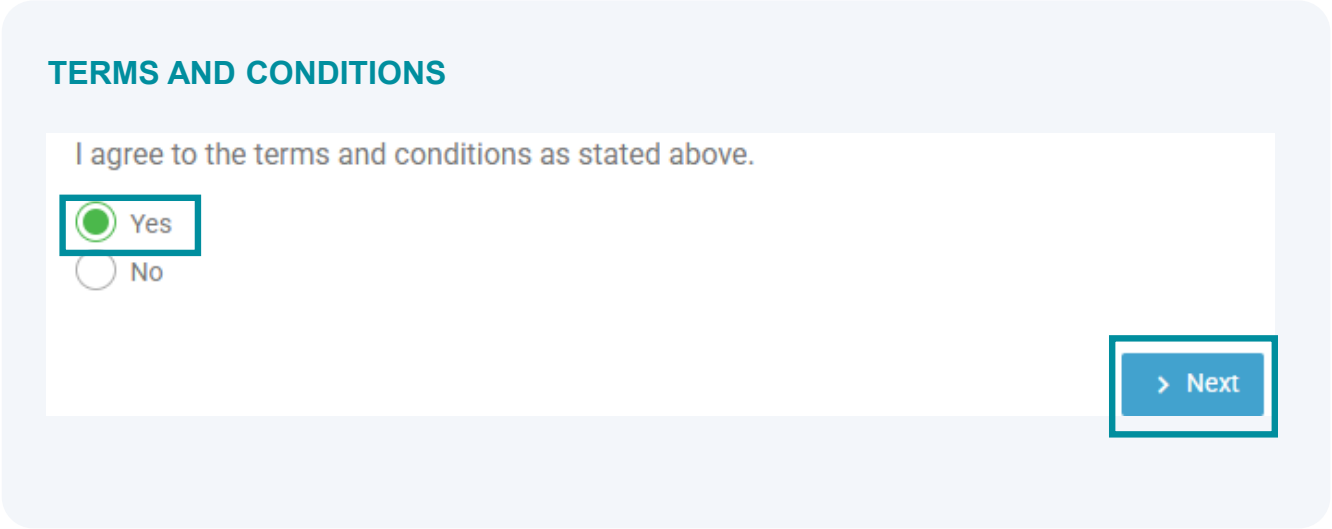
Create your account: accept terms

1 Review the terms

Read the terms and conditions shown in the portal.

2 Select Yes, then Next

Choose Yes to indicate agreement, then select Next to continue.



Next: enter your provider and user information.

Create your account: registration details

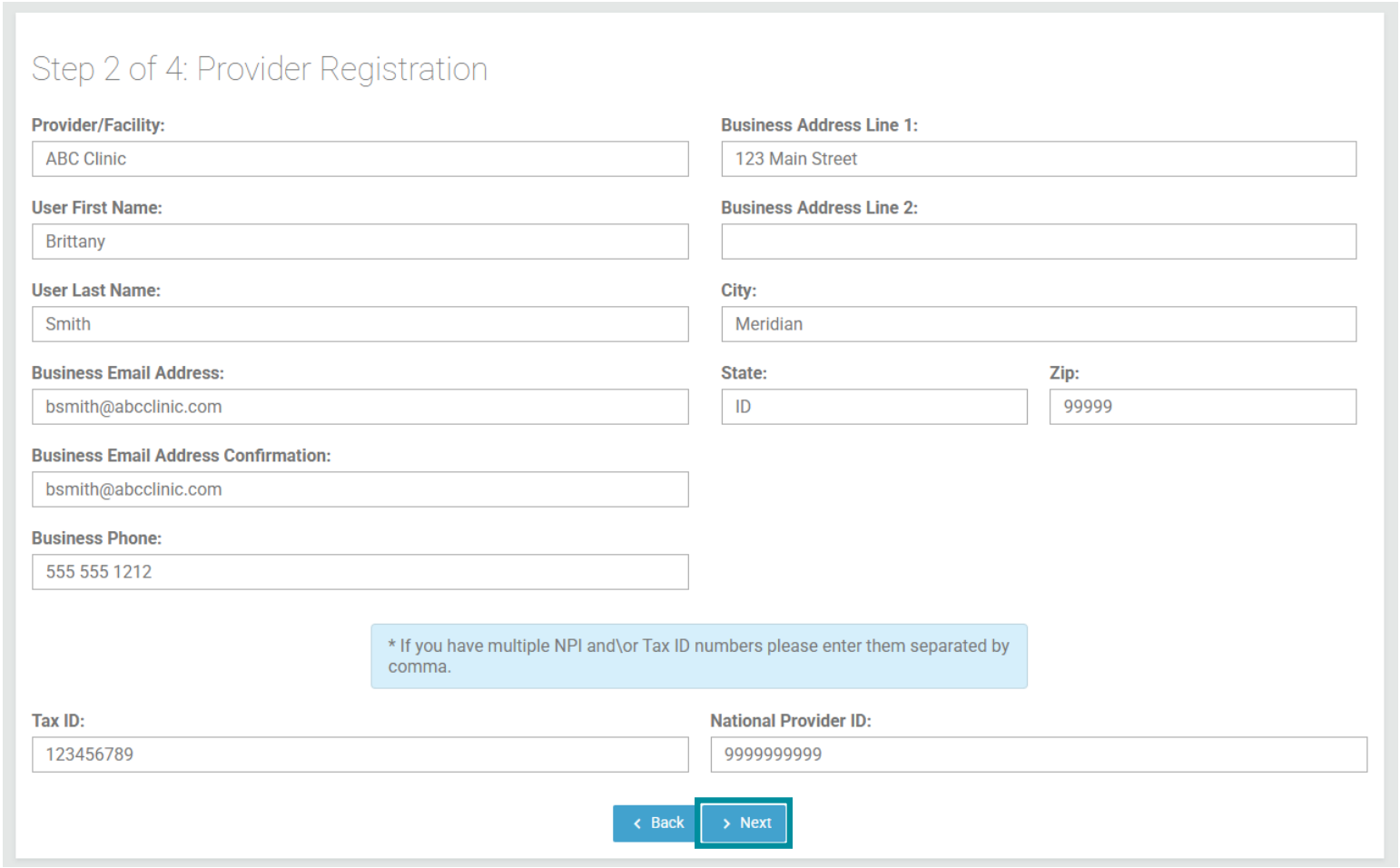
1 Access | 2 Setup | 3 Request | 4 Submit | 5 Follow-Up

Complete the form

- Provider/facility
- User first and last name
- Business email, & confirmation
- Business phone, and address
- Tax ID
- National Provider ID (NPI)

Multiple NPIs or Tax IDs?
Separate them with commas.

Select Next



Create your account: review and submit

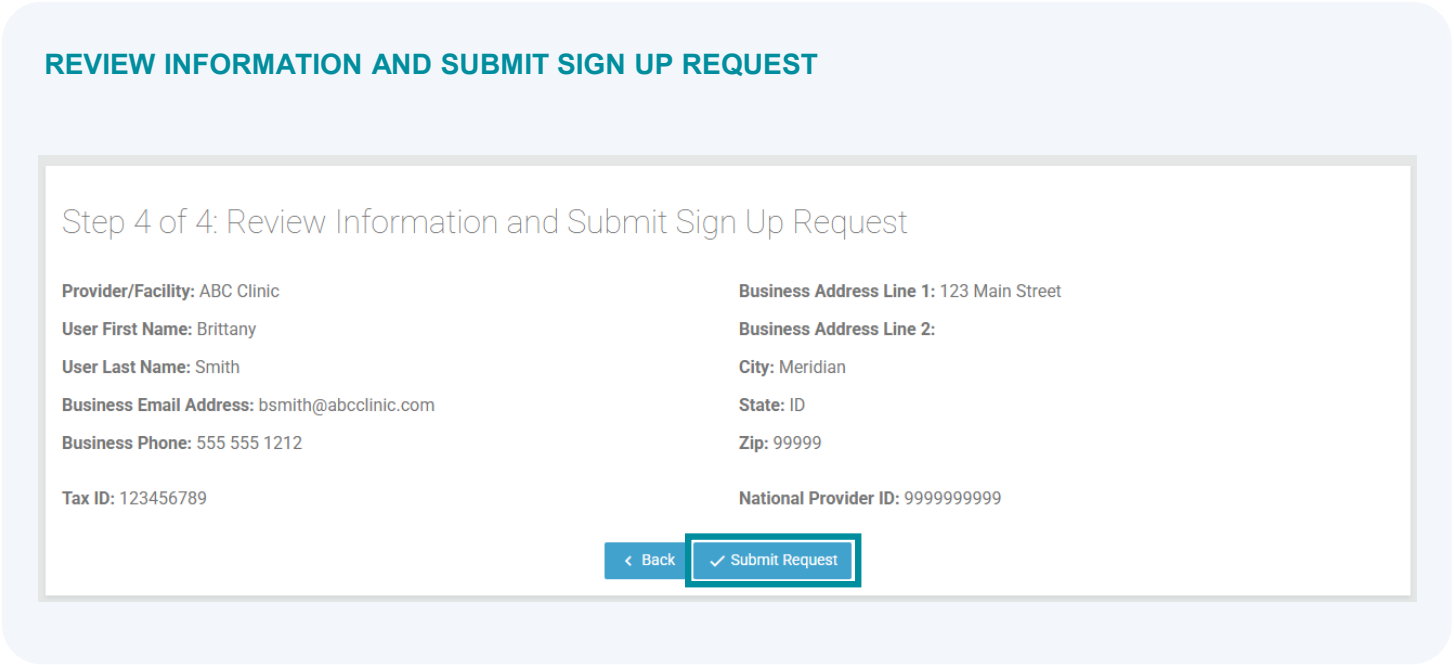
1 Access | 2 Setup | 3 Request | 4 Submit | 5 Follow-Up

1 Review your information

Confirm your provider, contact, address, Tax ID, and NPI details.

2 Submit the signup request

Select Submit Request. Within 1–2 minutes of clicking Submit Request, you will receive a confirmation email. Follow the instructions in the email to acknowledge receipt and create your password.



48-72 hours

Allow time for your iExchange profile to activate. Then return to the provider page and log in.

Log in and open iExchange

1 Access | 2 Setup | 3 Request | 4 Submit | 5 Follow-Up

1 Return to the provider page

After your profile is activated, return to ameriben.com/myameriben/

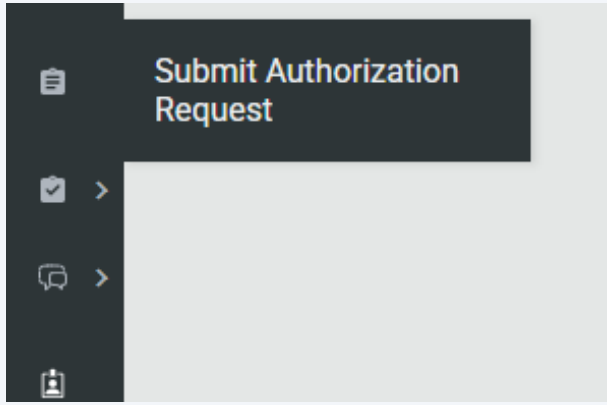
2 Log in

Use your username and password.

3 Open authorization requests

Select Submit Authorization Requests in the black toolbar on the left.

ACCESS LINK EXAMPLE



You are ready iExchange opens after you select the prior authorization requests link.

Add your submitting providers first

1 Access | **2 Setup** | 3 Request | 4 Submit | 5 Follow-Up

Required before you add, view, or update requests.

1

Preferences



2

iExchange administration



3

Submitting providers



Required setup Preferences > iExchange administration > Submitting providers

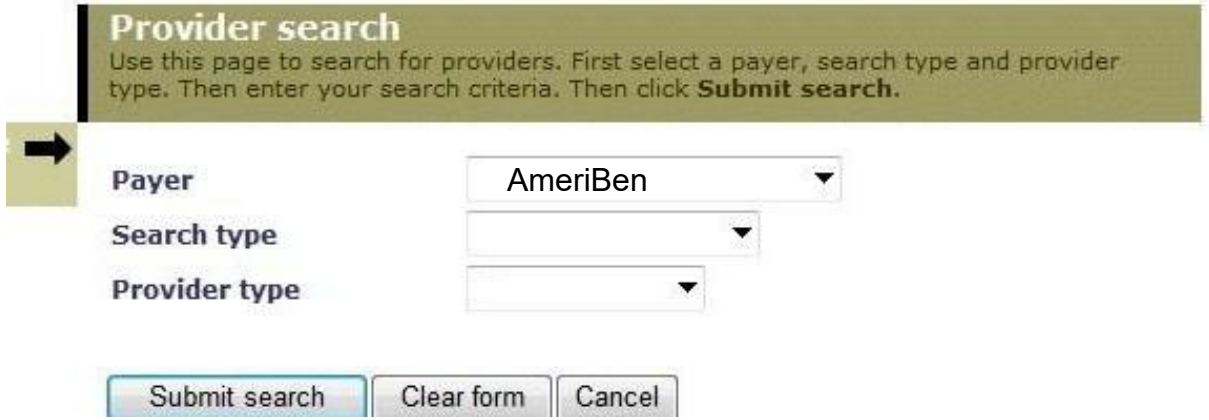
Add and save a provider

1. **Select Add provider**
   From Submitting provider summary.
2. **Search for the provider**
   Payer: AmeriBen. Choose Search type (NPI) and Provider type, then Submit search.
3. **Select the correct provider**
   Select beside the name; choose Yes to make the provider your default.
4. **Select Save**
   Repeat for other submitting providers.

SUBMITTING PROVIDER SUMMARY



PROVIDER SEARCH



Provider type: Practitioner, Facility, or Group practice

Fix common setup issues

PROVIDER NAME

“Unknown, Unknown”

Search by NPI and select the entry with the correct name and address.

Add it to Preferences, then delete the “Unknown, Unknown” entry.

PROVIDER STATUS

Inactive

Select Refresh.
Still inactive? Select Delete.

Inactive providers do not appear for request entry or treatment search.

If no match found, call AmeriBen Provider Portal Support 855-401-8698.

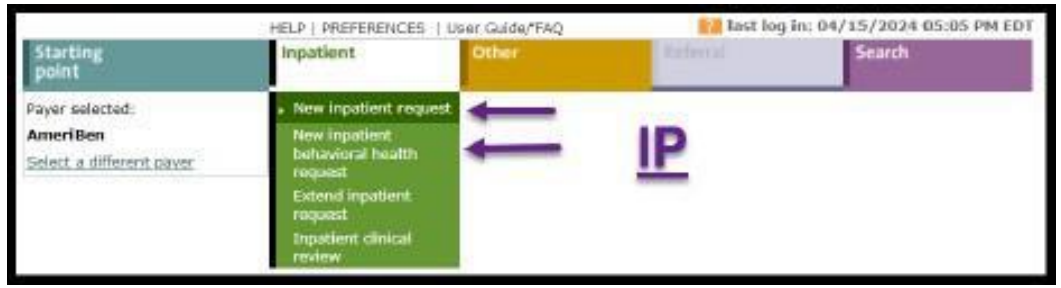
If you prefer email, send name, NPI, address, and tax ID to ammproviderportal@ameriben.com to add

Choose the right request type

1 Access | 2 Setup | **3 Request** | 4 Submit | 5 Follow-Up

Inpatient

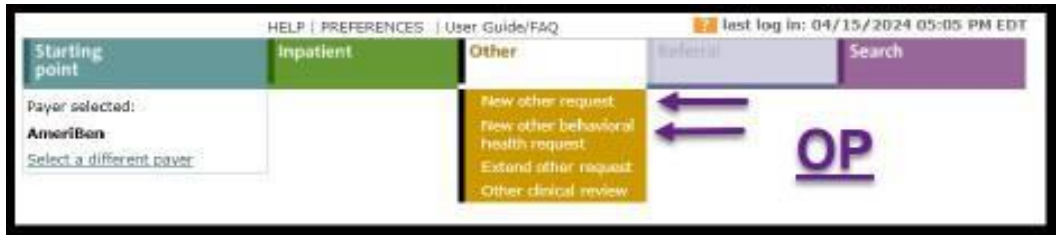
Green tab



New inpatient request
New behavioral health request

Other / outpatient

Gold tab



New other request
New other behavioral health request

Urgent request? Call the precertification number on the back of the member's ID card.

Find and select the member

1 Select Member search

Use the link on the request form.

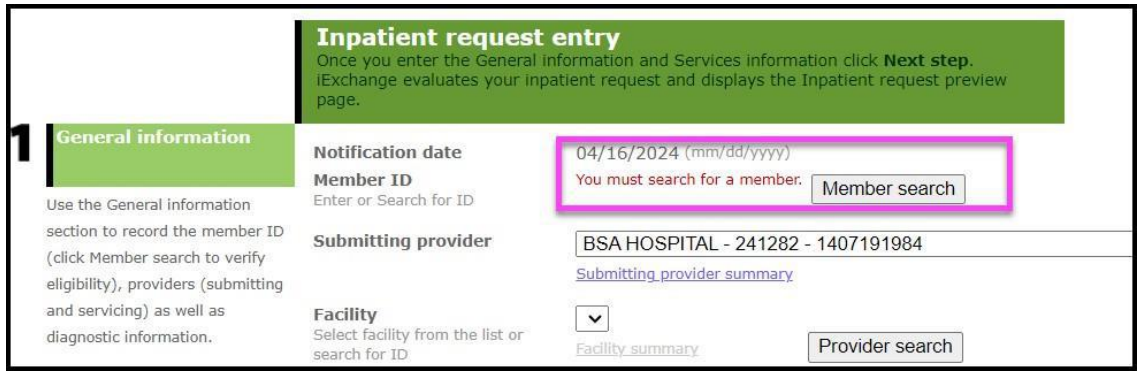
2 Refine the search

Use the Member ID from the ID card AND the member's date of birth.

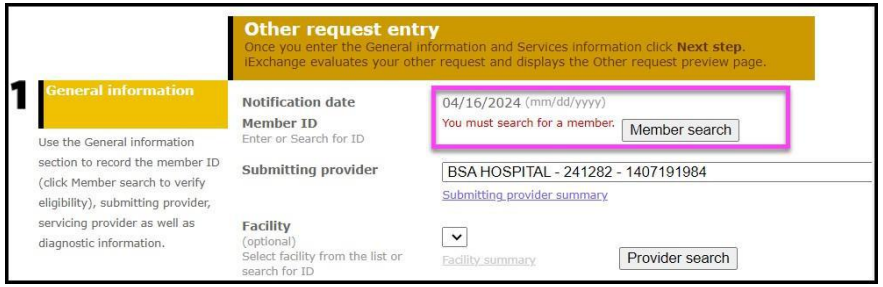
3 Review previous requests

Then select the member.

INPATIENT EXAMPLE



OUTPATIENT EXAMPLE



Complete General information

1 Member and submitting provider

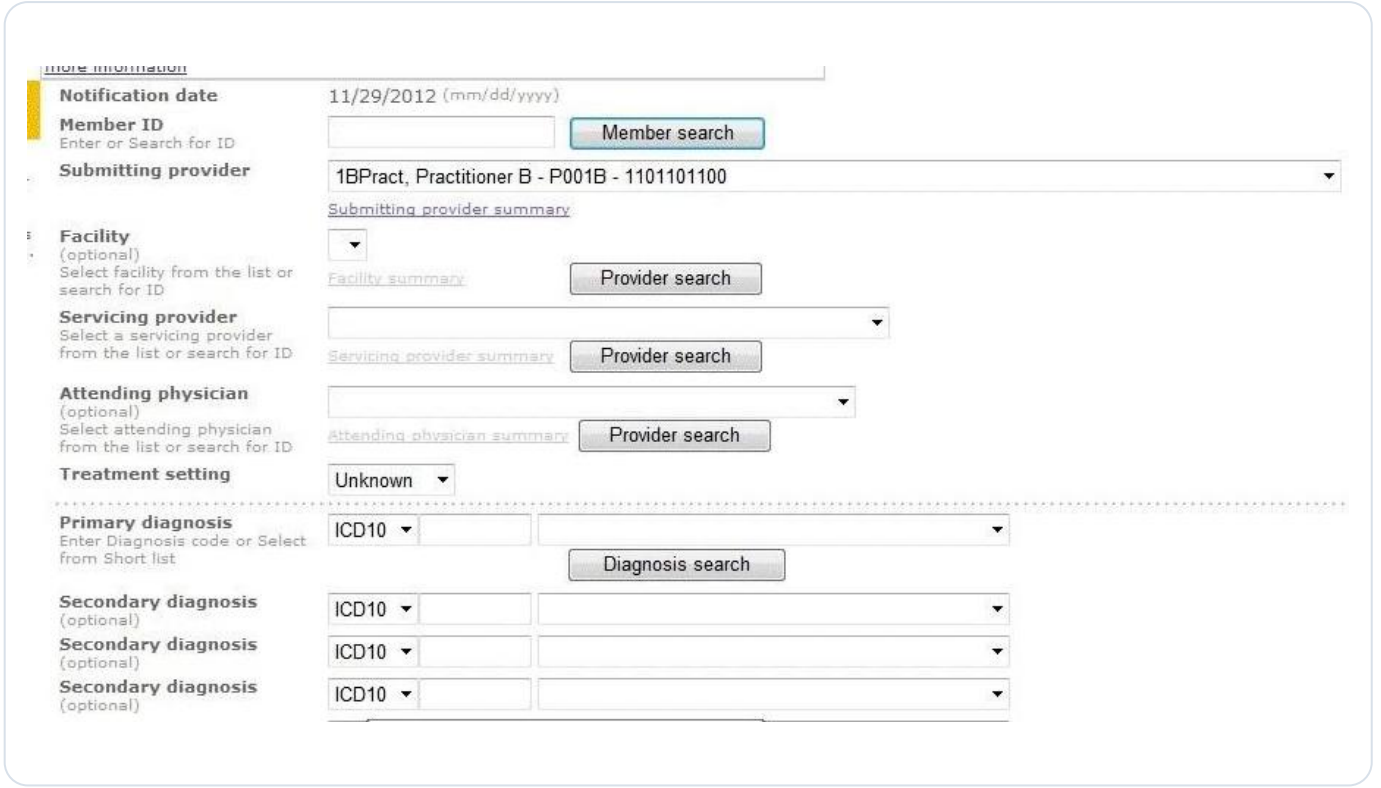
Confirm the correct selections.

2 Facility and attending provider

Use Provider search when needed.
For outpatient: add servicing provider.

3 Treatment setting and diagnosis

Use Diagnosis/service search when needed. Secondary diagnoses are optional.



Follow your screen Complete fields unless labeled optional. The Notification date is automatic.

Enter inpatient stay details

1 Access | 2 Setup | **3 Request** | 4 Submit | 5 Follow-Up

Have these four details ready:

1 Admit date

Enter the admission date.

2 Requested length of stay

Enter the requested stay.

3 Treatment type

Select the treatment type.

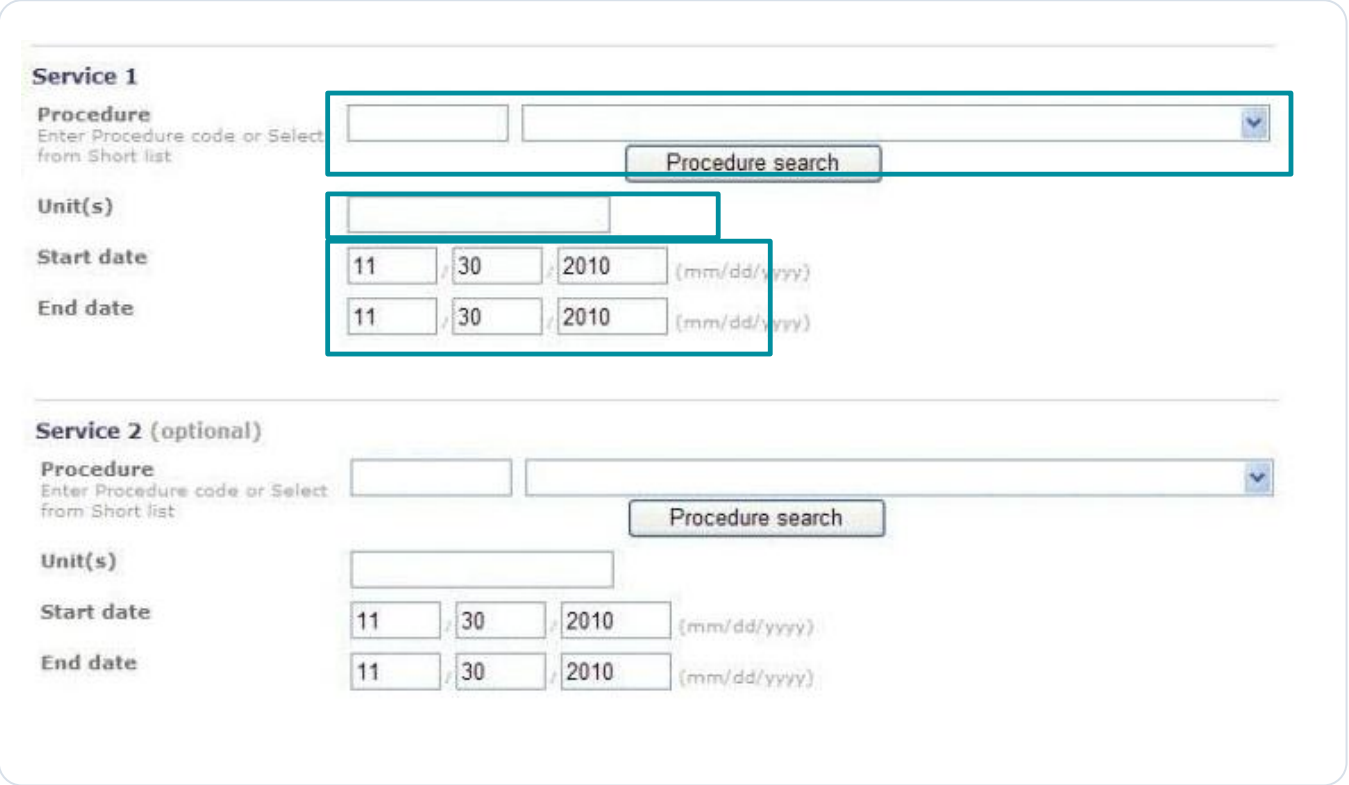
4 Review type

Select the review type.

Before you continue Indicate an emergency when applicable; add optional notes, then Next step.

Enter outpatient service details

1. **Procedure code(s)**
   Use Procedure search as needed.
2. **Units of service**
   Enter the requested units.
3. **Start and end dates**
   Both dates default to today; check them.
4. **Other fields when shown**
   Treatment type and review type; optional modifiers when applicable.



Same procedure on multiple lines?
Use date ranges that do not overlap.

Review before you submit

1 Access | 2 Setup | 3 Request | **4 Submit** | 5 Follow-Up

1. **Select Next step**

   Correct any errors before preview opens.

2. **Review the entire request**

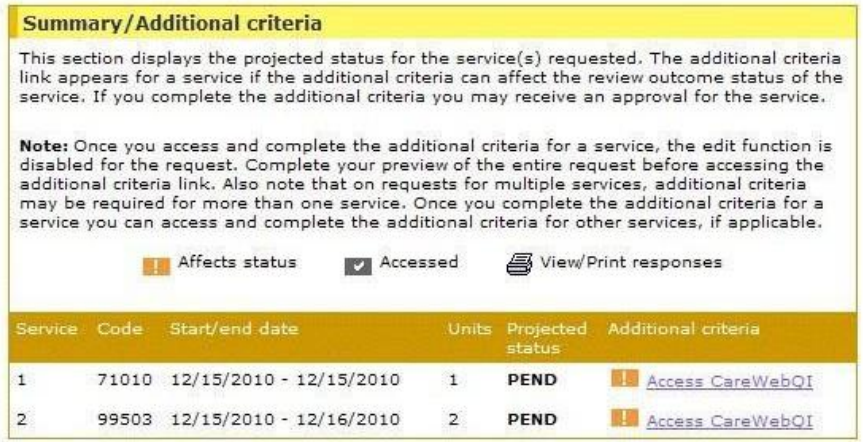
   Check member, providers, diagnoses, procedures, units, dates, and stay details.

3. **Select Edit for corrections**

   Finish all edits before completing Additional criteria.

NEXT STEP OPENS THE PREVIEW





Important After you complete Additional criteria for a service, Edit is disabled for the request.

Submit and save the confirmation

1 Select Submit

Send the request for review.

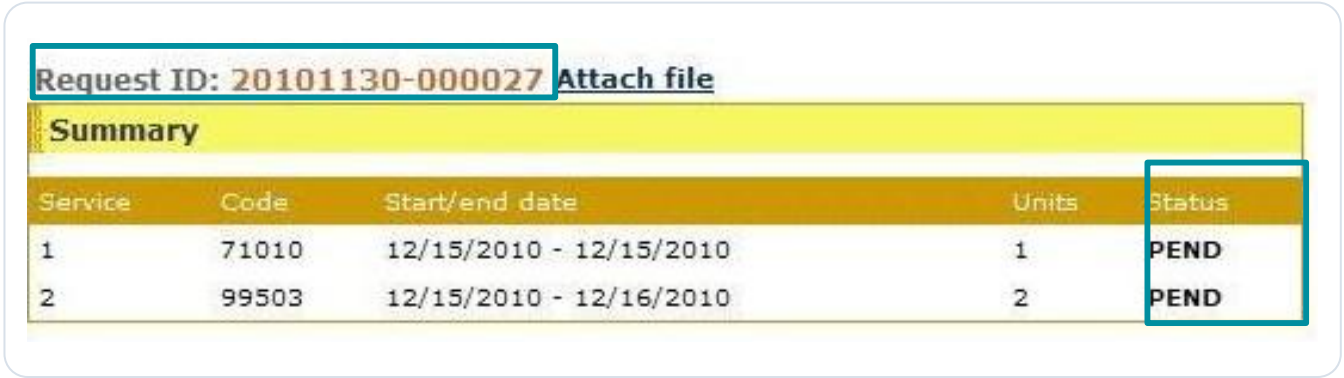
2 Record the Request ID

Look for the confirmation page.

3 Check each service status

The preview status may change when the request is submitted.

CONFIRMATION EXAMPLE



Request ID: 20101130-000027 Attach file

Summary

Service	Code	Start/end date	Units	Status
1	71010	12/15/2010 - 12/15/2010	1	PEND
2	99503	12/15/2010 - 12/16/2010	2	PEND

Optional: Print friendly version > Print this page > Close

Do not stop early Next step does NOT submit your request. Select Submit and confirm the Request ID.

Attach supporting documents

1 Access | 2 Setup | 3 Request | **4 Submit** | 5 Follow-Up

1. **Open Attach file**
   On the confirmation page, when available.
2. **Enter a Title**
   Use Request Attachments.
3. **Browse, then Attach**
   Choose your file, then select Attach.



File types Use a type listed on your screen: PDF, XLS, DOC, or JPG.

Track requests, View updates and notes

1 Access | 2 Setup | 3 Request | 4 Submit | **5 Follow-Up**

1 Go to Starting Point

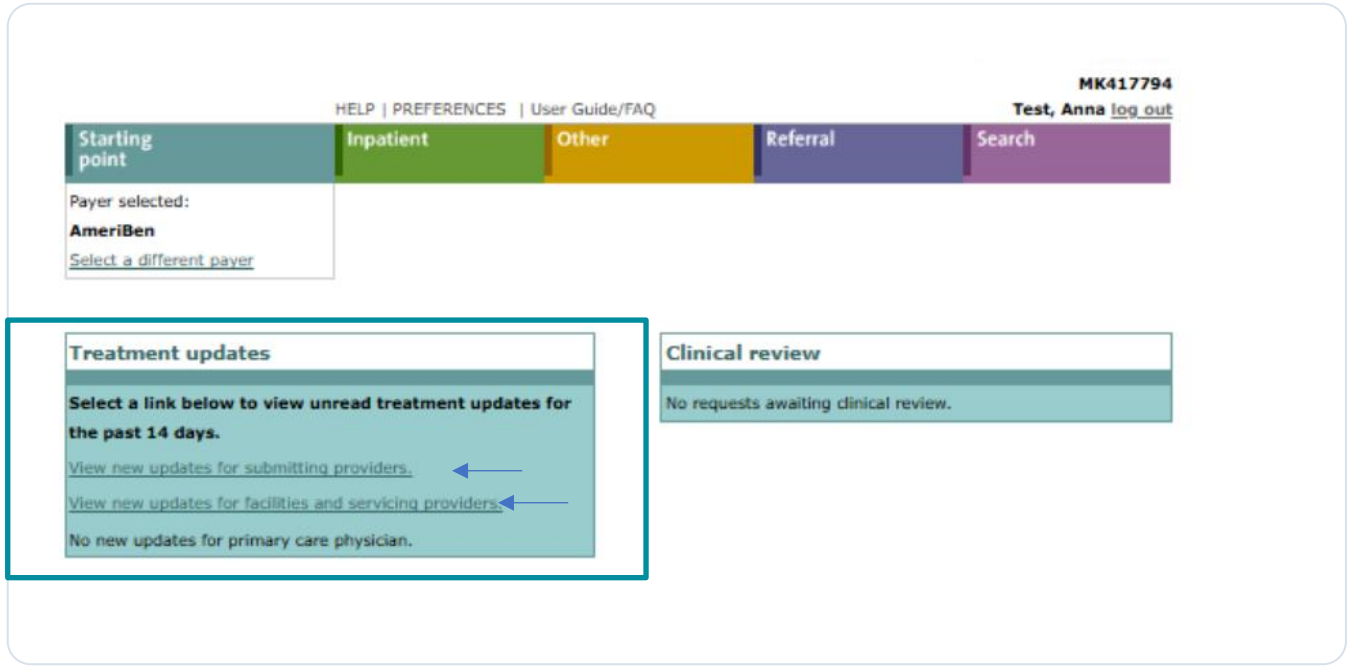
Open Treatment updates.

2 Review updates and notes

Available for authorized providers in your group.

3 Use Search when needed

Find an existing request or its updates.

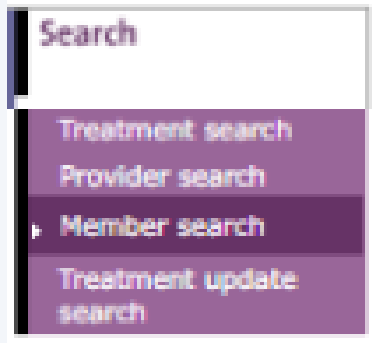


Follow up Use Treatment updates or the Search tab to check submitted requests and view notes.

Use Search to find what you need

Under Search, choose	Use it to
Treatment search	Find an existing record.
Treatment update search	View request updates and notes.
Provider search	Look up provider details.
Member search	Look up member details.

SEARCH MENU



Choose your search Find the record, review its updates, or look up provider and member details.

Request an extension

INPATIENT

1 Open the current request

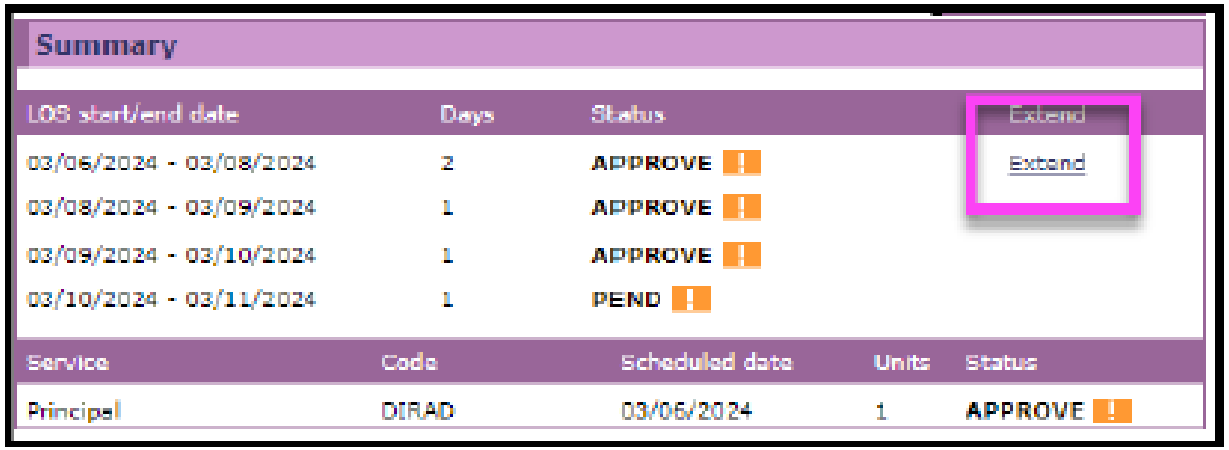
Select Extend in the Summary.

2 Complete the extension form

Enter review type, attending physician, and additional length-of-stay units.

Also enter procedure, scheduled date, and servicing provider information.

SUMMARY EXAMPLE



Select Extend on the current request.

Outpatient Select Other > Extend other request, then follow the portal prompts.

Five things to remember

1	**Activate your account**	Allow 48-72 hours after signup.
2	**Set up submitting providers**	Complete Preferences setup before working on requests.
3	**Select the correct member**	Search, review previous requests, then select.
4	**Finish review and select Submit**	Next step is not submission; look for the Request ID.
5	**Attach files and follow up**	Use confirmation, Treatment updates, and Search.

Help is one call or email away

1 Access | 2 Setup | 3 Request | 4 Submit | **5 Follow-Up**

PROVIDER PORTAL SUPPORT

855-401-8698

For existing accounts and new submitting-provider approvals.

Agents can resolve many issues in real time.

PORTAL TRAINING / AFTER ACTIVATION

ammproviderportal@ameriben.com

Subject: Portal Training

Include usernames, NPIs/Tax IDs/provider details, preferred times, and a contact number.

Multiple users can attend.

Urgent request? Call the precertification number on the back of the member's ID card.

ameriben.com/myameriben/