Welcome to the AmeriBen Provider Portal

Create an account, allow activation, then log in to iExchange

AmeriBen

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

Use iExchange to submit inpatient and outpatient authorization requests, check updates, and request extensions.

Get Started

1. **Create your account**
   Go to **ameriben.com/myameriben/**. Select the blue **Provider** button, then select **Provider Signup** under the Welcome message.

2. **Review the terms, complete the provider registration form, then 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.

3. **Allow time for activation**
   Allow **48-72 hours** for your iExchange profile to activate.

4. **Login and open iExchange**
   After activation, return to the provider page and log in with your username and password. **Select the Submit Authorization Requests icon** (in the black toolbar located on the left side of the page) to open iExchange.

Already have an account? Start with step 4 above.

Urgent Request? Call the precertification number.
Use the number on the **back of the member's ID card** so your request can be expedited.



Need provider portal help?
855-401-8698
Training and support details are on page 5.

Next: set up your submitting providers
Complete this required setup **before you add, view, or update a request**. See page 2.

Scan for access to the Portal: ameriben.com/myameriben/

AmeriBen is a separate and independent company providing medical benefits administration services on behalf of self-funded group health plans.

Set up submitting providers

Required before you add, view, or update requests

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Start here in iExchange

Preferences > iExchange administration > Submitting providers

Add a submitting provider

1 Select Add provider

On the Submitting provider summary page select **Add provider**

2 Search for the provider

Select **AmeriBen** as the payer, Choose a **Search type** and **Provider type**: Practitioner, Facility, or Group practice. Enter your search criteria and select **Submit search**.

3 Select the correct provider

Choose **Select** next to the provider's name. Choose **Yes** to make this your default provider. (Optional Additional information can help distinguish providers with the same name. Please note this optional section is for your reference only.)

4 Save your provider.

Select **Save**. Repeat for any other submitting providers you need to add.

Fix common setup issues

What you see	What to do
Name is "Unknown, Unknown"	Search by NPI and select the entry with the correct name and address. Add it to Preferences, then delete "Unknown, Unknown." If no match is found, call the Provider Portal Support line below or email ammproviderportal@ameriben.com with the provider's name, NPI, address, and tax ID.
Status is inactive	Select **Refresh**. If the status stays inactive, select **Delete**. Inactive providers do not appear for request entry or treatment search.

Need a new submitting provider approved?

Call Provider Portal Support: **855-401-8698.** Agents can approve new submitting providers and resolve many issues in real time.

Optional Shortcuts: iExchange administration also lets you maintain frequent providers, procedures, and diagnoses.

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Start a new request

Choose the request type, find the member, and enter the details

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Choose the request type

Inpatient | green tab

- Select **New inpatient request**.
- For behavioral health, select **New behavioral health request.**

Other | gold tab | outpatient

- Select **New other request**.
- For behavioral health, select **New other behavioral health request.**

1 Find and select member

Select **Member search**. Search for the member and **review previous requests before selecting the member.** (To refine search, enter Member ID from ID card and date of birth)

2 Complete General information

Confirm the member ID, submitting provider, facility, attending provider, treatment setting, primary diagnosis, and submitter information. For outpatient requests, also select the servicing provider. Use **Provider search** or **Diagnosis search** when needed. (Secondary diagnoses are optional.)

Enter the service or stay details

Request type	Details to enter
Inpatient	Admit date, requested length of stay, treatment type, and review type. Indicate an emergency when applicable.
Outpatient/Other	Procedure code(s), units of service, and start/end dates. Enter treatment type and review type when shown. Use **Procedure search** as needed; add optional modifiers when applicable.

Check dates: Start and end dates default to today. The Notification date is automatic and cannot be edited. For the same procedure code on multiple service lines, use date ranges that do not overlap.

Follow the fields on your screen

Complete each field unless it is labeled **optional**; fields may vary by payer. Add optional notes, then select **Next step** to review your request

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Review, submit & attach files

Complete your request, then submit and attach any required documents

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1 Select Next step

iExchange checks the information you entered. Correct any data errors before the request preview can open

2 Review the entire request

Check the member, providers, diagnoses, procedures, units, dates, and stay details, as applicable. Select Edit to make changes

Finish all edits before completing Additional criteria

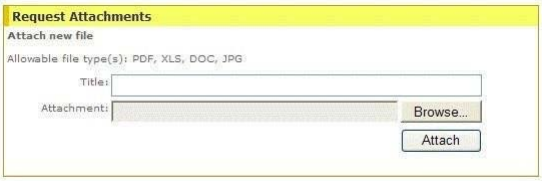
If an **Additional criteria** link appears, review the entire request first. Once you access and complete additional criteria for a service, **Edit is disabled for the request.** Complete any other applicable service criteria as prompted

3 Select Submit and review the confirmation

Select **Submit** to send the request for review. Record the system-assigned **Request ID** and check the **status of each service.** The projected status shown in the preview may change when you submit.

4 Attach supporting files, when available

On the confirmation page, select Attach file to go to **Request Attachments**. Enter a **Title**, select **Browse** to choose the file, then select **Attach**. Use a file type listed on the screen: PDF, XLS, DOC, or JPG.



Request Attachments panel (iExchange portal instructions, p 16).

5 Print the confirmation for your records if needed.

Select **Print friendly version**, then **Print this page**. Select **Close** when finished.

Next step does not submit your request.
Select **Submit** and look for the confirmation page and Request ID.



Track requests & get help

View updates, request an extension, and connect with portal support

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Check status and notes

On Starting Point, open Treatment updates, or use the Search tab. You can view updates and notes for authorized providers in your group.

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.

Request an extension

Inpatient: Open the current request and select **Extend** in the **Summary**. Enter the review type, attending physician, additional length-of-stay units, procedure, scheduled date, and servicing provider information. Follow the extension form prompts.
Outpatient: Select **Other > Extend other request** and follow the portal prompts.

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.

Existing accounts support

Provider Portal Support

855-401-8698

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Thank you for providing exceptional care for our members!

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