

Getting Started

System Requirements

- Access Web interChange using Microsoft's Internet Explorer Version 6.0 or higher
- Obtain a copy of Internet Explorer free of charge through the Microsoft link from Web interchange
- Disable Pop-Up Blockers for this Web site

Web interChange Administration

- An office assigns one or more administrators for its organization
- Administrators can assign specific access to each user
- Administrators can add and delete users
- Users can reset their own passwords
- Administrators can reset passwords for all users within their organization
- To set up an administrator, complete the interChange Administrator Request form under How to Obtain An ID available at: <https://interchange.indianamedicaid.com>

Applying for a User ID and Password

- Complete the Web interChange Access Request form under How to Obtain An ID at: <https://interchange.indianamedicaid.com>
- Submit the form to your organization's administrator
- An Administrator listing is available on the log-on screen of the Web site

Alternatives

Red Claim Forms

If you aren't ready to go electronic, we recommend using the standard, red claim form with typewritten data. Red claim forms with typed data have several advantages over black claim forms:

- Accuracy: Red claim forms are scanned and the data is read by optical character recognition (OCR) software rather than manually keyed. The result is fewer data entry errors. Statistics from the software vendor show 99.9% error free scanning.
- Speed: Because they require less human intervention claims are processed faster. Other states that have implemented red claim forms have decreased the days a paper claim is in process by 90%.
- Improved cash flow: Faster, more accurate processing means that claims are paid faster.

Black Claim Forms

Black claim forms are still accepted and will be processed within the required timeframes for paper claims.

Contact Information

HP EDI Solutions Helpdesk

950 N. Meridian, Suite 1150
Indianapolis, IN 46204-4288

Telephone: (317) 488-5160
877-877-5182 (toll free)
Select option 2 for Web interChange

E-mail: INXIXElectronicSolution@HP.com

Web: <https://interchange.indianamedicaid.com>



Web interChange

Fast...

Reliable...

Easy...

Secure...

Free...

**Online Access to Indiana
Health Coverage Programs
(IHCP) Business
Transactions**

Advantages

Fast

- The fastest way to submit claims is electronically. They are also processed faster because human intervention isn't required to key the data. The result is improved cash flow.

Reliable

- When a claim is entered, the software checks the data to ensure that it is in the correct format. Errors are corrected before the claim is submitted.
- When the claim is submitted, the internal control number (ICN) which identifies the claim is immediately returned, confirming that the claim has been received.

Easy to Use

- Online help text and frequently asked questions (FAQs) provide detailed instructions and guide you through commonly asked questions.
- Your HP provider field consultant can help you get started.
- Since Web interChange is a Web based application, claims can be entered from an Web enabled computer that meets the system requirements.

Secure

- User IDs, passwords, and data encryption safeguard sensitive information.
- The Web site complies with current regulations the CMS has established for medical information exchange and uses Secure Socket Layer (SSL) technology with security certificates issued by VeriSign.

Free

- Access to Web interChange is **free** to all IHCP providers who have Internet connectivity.

Features

Web interChange is an internet-based software tool that enables you to perform the following IHCP business transactions:

Submit IHCP Claims

- Submit claims one at a time and receive confirmation by user
- Electronically submit institutional, professional, dental, and Medicare crossover claims to the IHCP
- Ensure clean claims as Web interChange performs field editing
- Build user lists to store and retrieve frequently used claim submission data
- Copy, void, and replace claims
- Use electronic attachments and notes
- Take advantage of extensive claim submission help and FAQs

View Claims Status Online

- View claims for a billing provider for as many as seven previous years
- View adjudicated claims in any status – paid, denied or suspended
- Locate groups of claims by dates, claim type, claim status, member ID, or internal control number (ICN)
- View paid amounts, explanation of benefits (EOB) messages, and other claims data

Request Prior Authorization

- Submit prior authorization (PA) requests
- View Status of PA

Inquire about Checks

- Inquire about previously received payments by searching on the check date or specific check number
- View list of claims associated with each check
- View specific claim information by clicking on the ICN

Maintain your Provider Profile

- View current provider profile information
- Maintain provider address information
- Maintain additional provider specialties
- Maintain rendering provider information
- Maintain EFT information

Verify Member Eligibility

- Perform verification by member ID, Social Security number, Medicare number, or name and date of birth
- Obtain more response information than provided via automated voice response (AVR) or the OMNI swipe-card device.
- Perform Third-Party Liability (TPL) update requests from the eligibility screen
- Display Managed Care Entity information