

March 20, 2008

Dear iEXCHANGE User,

As part of our ongoing commitment to educating providers about the iEXCHANGE® program, we have developed a list of key points to assist you with OB global services requests. Please share the following information with the appropriate staff in your organization.

Important Information Regarding iEXCHANGE® OB Global Services

Presumptive Eligibility Members

- Presumptive eligibility (PE) members have temporary 90-day enrollment.
- Providers cannot enter authorization requests for PE members into iEXCHANGE®. You must submit these requests via fax or telephone to the Mommy & Me Program*.
- If the PE member is granted full Passport Health Plan benefits, Mommy & Me staff will adjust the global authorization accordingly. The authorization will be available to view through iEXCHANGE®.

Retro Eligible Members

- iEXCHANGE® cannot process authorization requests for previously rendered services.
- Providers must submit authorization requests for retro-eligible members via fax or telephone to the Mommy & Me Program*.

Duplicate Authorizations

- Duplicate authorization requests delay the approval process.
- If the warning message "*This case may be a duplicate of one or more existing cases*" appears after entering the request into iEXCHANGE®:
 - Do **not** submit the request.
 - Use the Member Search feature in iEXCHANGE® to search and/or verify existing case information.
- If information for an existing authorization needs to be updated, please contact the Mommy & Me Program*.

Pended Authorizations

- If, after submitting an authorization request, the authorization number displays "pended:"
 - Providers **must** contact the Mommy & Me Program* to complete the authorization process.
 - Do **not** enter another authorization. Entering another authorization creates a duplicate request and hinders the approval process.

-continued on the back of this letter-

Pended Authorizations, cont.

- Reasons your case may pend:
 - The questionnaire was not completed or submitted.
 - Mandatory questions on the questionnaire were not completed.
 - The request may be a duplicate submission for OB services.

Questionnaire

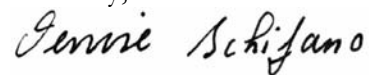
- All mandatory fields of the questionnaire must be completed.
- If the mandatory fields are not completed, you will receive an authorization number that will remain in a pended status until the Mommy & Me Program* is contacted.
- **The estimated date of confinement (EDC) must reflect the member's "true" estimated date of confinement (i.e. due date).**

***Mommy & Me Program Contact Information**

- Telephone: (502) 585-7908
- Fax: (502) 585-7970

If you have any questions regarding iEXCHANGE®, please do not hesitate to call our Provider Training Specialist at (502) 585-8224.

Sincerely,



Denise Schifano
AVP, Provider Relations