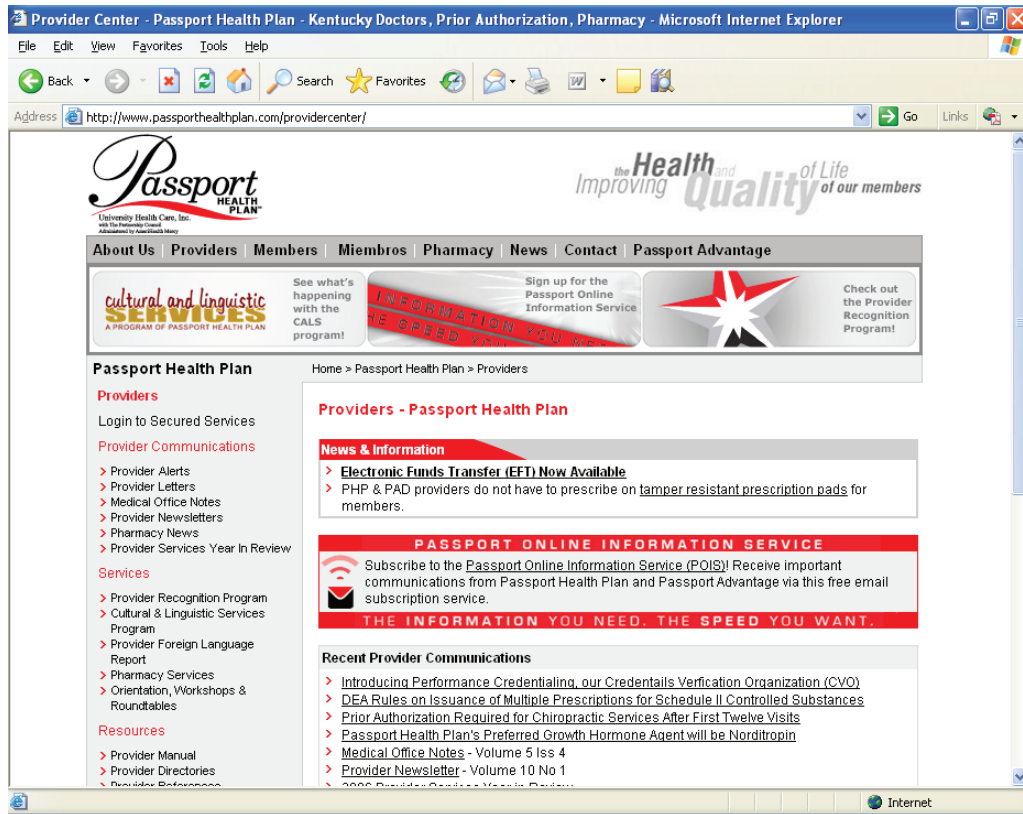


Access to iEXCHANGE®

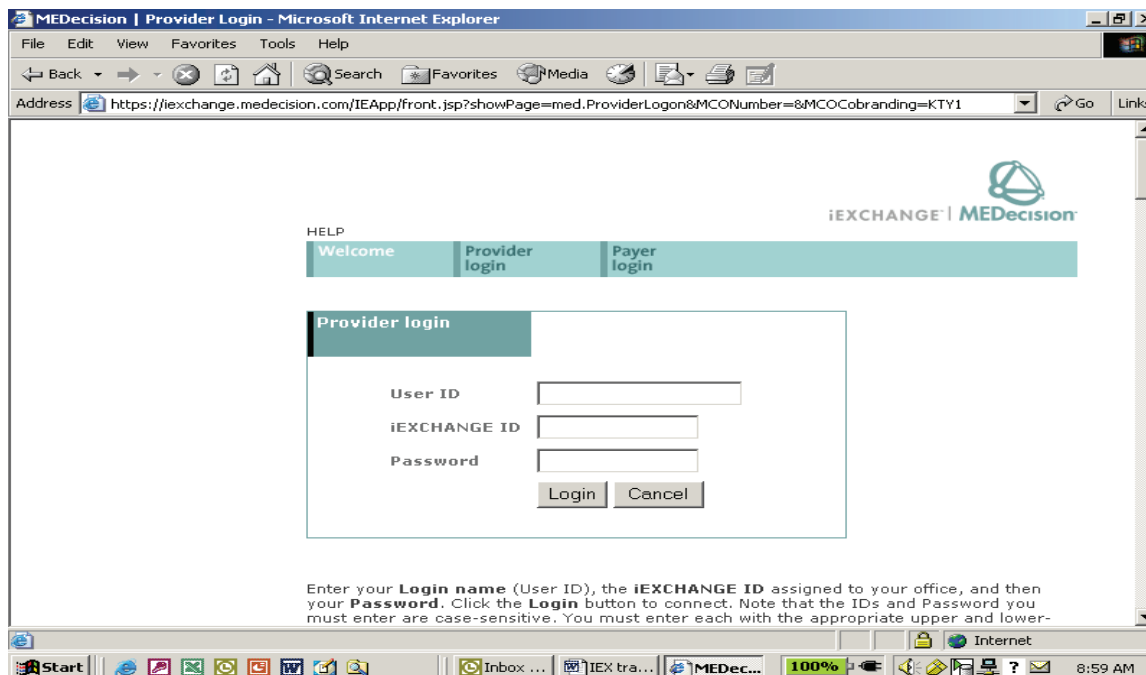
Passport Health Plan (PHP) is pleased to offer you a program to allow your office staff to request and view Passport Health Plan authorizations electronically via the Internet.

Access to iEXCHANGE®

1. To begin, open your Internet browser and go to the PHP web site at www.passporthealthplan.com/provider-center.



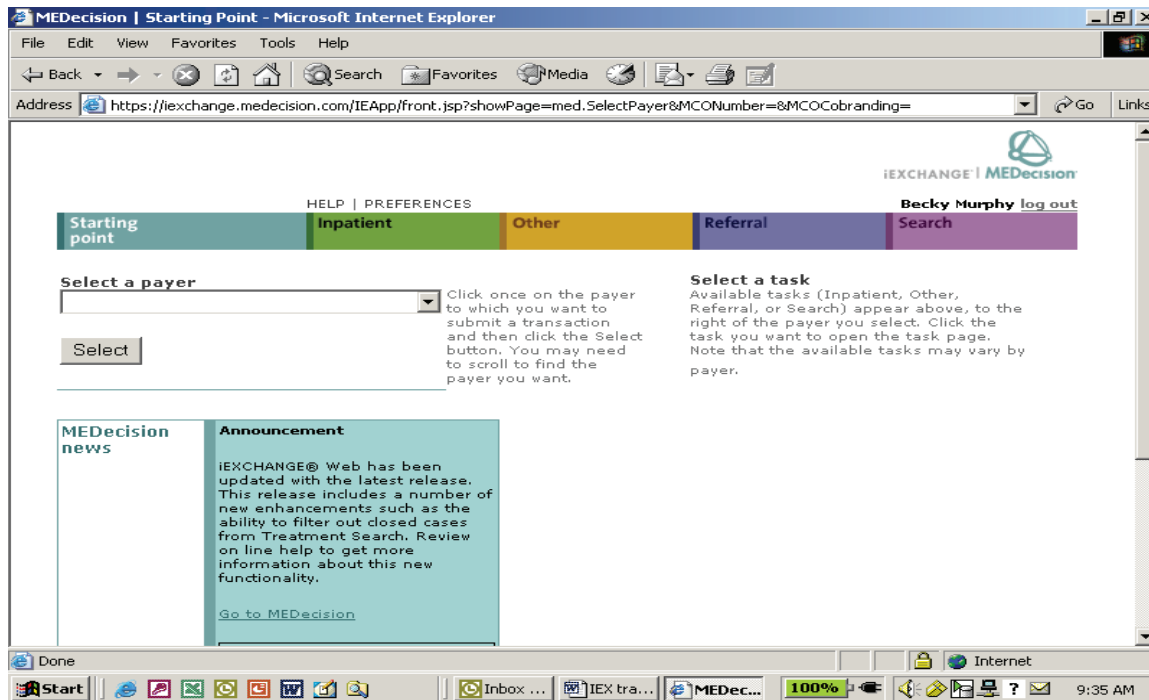
2. Once you are on the web site, click on "Login to Secure Services" in the top left-hand column.
3. Select "iEXCHANGE®" and you will be directed to the login page.



4. To login, click on **Provider Login**. Enter your assigned user ID (the iEXCHANGE® ID assigned to your facility and your password). Click **Login**.
 - If you are a first time user, the Provider Training Specialist will assign a password to you. When you login for the first time, you will be asked to change your password. *Note: passwords must be 4 to 16 alphanumeric characters.*
 - The user ID and password must be entered in lower case.
 - If you attempt login three times with incorrect information, the system will lock you out for 10 minutes. After 10 minutes, you may login again.

iEXCHANGE® Starting Point

The iEXCHANGE® *Starting Point* will appear when you are logged into the system.

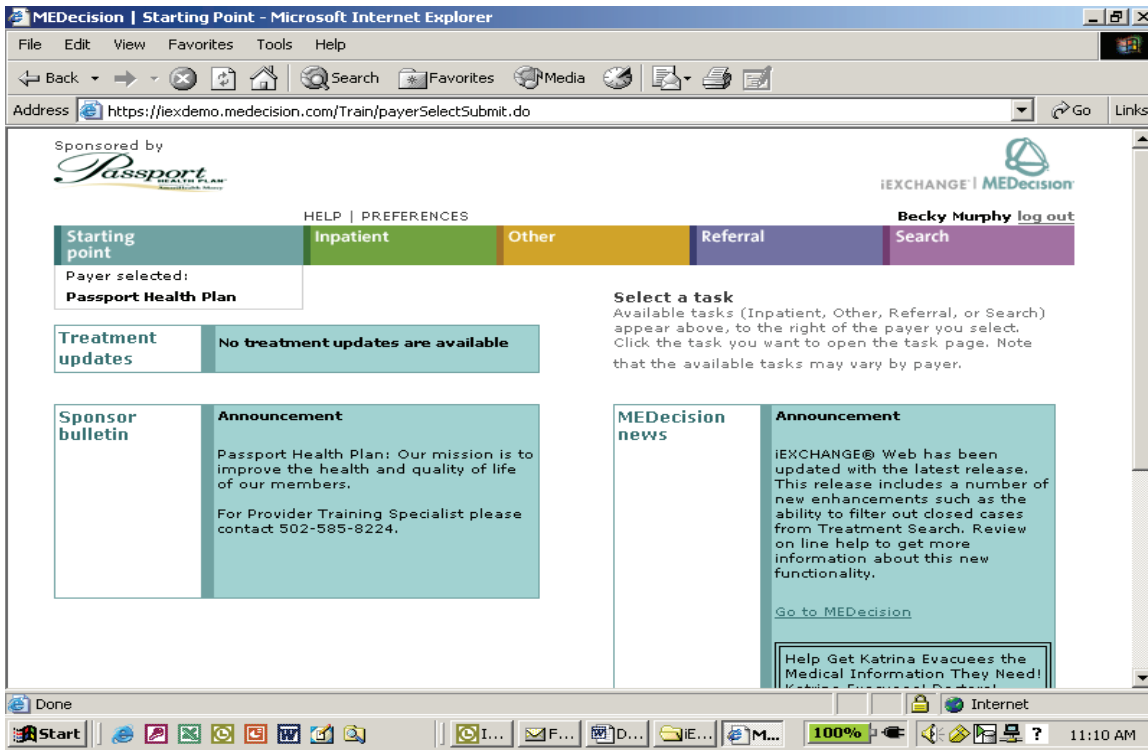


Overview

- The iEXCHANGE® system includes instructions throughout the authorization process.
- When working in iEXCHANGE®, use links and/or buttons within the program to navigate the system. Do not use your browser's **Back** or **Forward** buttons. You may use the **Back** and **Forward** buttons while in the Help section only.
- Do not double click while working in iEXCHANGE®.
- The system will logout after 30 minutes if no data is received.

Using the Starting Point

- Use the **Select a Payer** drop list to choose *Passport Health Plan (PHP)*.
- Once you have selected *PHP* from the list, click **Select** to complete your selection.
- At this point, you will be connected to the PHP system.



- When you are connected to the PHP system, the Treatment Updates box will appear. This box will contain notifications when PHP has updated requests previously submitted by your organization. Additional information regarding treatment updates is provided in the Treatment Search section.
- A **Sponsor Bulletin** will appear if there is a current message from the Plan. Here you will be notified of system and process changes, policy updates, and more.
- From this page, you may select a task from the following:
 - **Search** – to search for treatments, members or providers.
 - **Help** – to use the online help function.
 - **Logout** – to end session.

If you have any questions regarding this process, please contact the iEXCHANGE® Provider Training Specialist at (502) 585-8224.