

RadMD Quick Start Guide

Request an Exam

This Quick Start Guide is a tool to assist ordering physicians and staff in obtaining prior authorizations for imaging procedures quickly and easily via the [RadMD website](https://www.radmd.com). To start, open your Internet browser and visit [RadMD.com](https://www.radmd.com). Click *Login* on the right side of the screen. Enter your *Account ID* and *Password*, then click *Login*.

1. Request an Exam

From the main menu under *Request*, click *Request an Exam*.

Menu Options

Request

Request an Exam

Request a Radiation Treatment Plan

Initiate Pain Management Request

Create New Medicare FFS Decision Support Record

Identify the Patient

Enter the patient's information.

Click *Save and Continue*.

* Last Name: * First Name:

* Date of Birth: / /

* Health Plan: *Where are the other health plans?*
[Please Select One]

Member ID:

2. Identify the Physician

Enter physician search criteria.

Click *Search*.

Search Physicians

First Name:

Last Name:

Zip:

Physician ID:

NPI:

3. Identify the Exam(s)

Select the *Exam(s)* from the list.

Click *Add* to choose an exam(s).

Click *Save and Continue*.

All Available Exams:

Abdomen and Pelvis CT
Abdomen and Pelvis CT Angiography
Abdomen CT
Abdomen CT Angiography
Abdomen MRA
Abdomen MRI

Currently Chosen Exams:

4. Identify the Place of Service

Enter Search criteria for a provider location.

Click *Search*.

Imaging Provider Search

Search By Provider Name:

Search By Provider City:

Search By Provider Zip:

Search

5. Reason for Request

Enter at least one ICD-9 code.

Provide a reason in the text box.

Answer all of the questions.

*** ICD9 Code:** [Add ICD9](#) [ICD9 Code Help](#)

***Please provide the reason for this exam(s):**

***Is the cause of the illness/injury related to a Motor Vehicle Accident?**
[Please select one]

***Is Another Party Financially Responsible for the patient's illness/injury?**
[Please select one]

***Is the cause of the illness/injury related to the Patient's Employment?**
[Please select one]

Date of Service mm/dd/yyyy

Back (Step 4) **Save and Continue to Confirmation**

Click *Save and Continue*.

6. Confirm the Physician's Phone & Fax Numbers

Enter any physician callback phone and fax numbers.

Click *Continue to Final Confirmation*.

Confirm the Physician's Phone and Fax Numbers

National Imaging Associates may need to contact the ordering physician in regards to this request.

If so, what is the best phone number to use?

If we need to call you about this request, who should we ask for?

If we have information to fax to the ordering physician, what fax number should be used?

Please re-type the fax number. This is done to ensure accuracy; PHI may be faxed to this number.

NIA is pleased to offer convenient and user friendly paperless notifications. If you select 'yes' to the question below, you will receive an email notification to email@magellanhealth.com when the determination for this request is completed. The email will include a quick link to RadMD allowing you to log in and receive the written notification of the request determination. If you prefer to receive a written notification (fax or mail) for this request determination, please select 'no' to the question below.
☐ Yes ☐ No

Back (Step 5) **Continue to Final Confirmation**

7. Clinical Questions: Clinical Q/A

Answer questions specific to the procedure.

Click *Next* after answering each question.

Exam Request: Clinical Q/A: Questions

Is this a request for an Abdomen/Pelvis CT combination?

☐ Yes
☐ No

Q/A History:

Back **Next**

8. Request Complete

Final page confirms the request and displays current status.

Click *Start New Exam* or *Back to Main Menu* or *Upload Clinical Document*.

Status

Current Status:	Pending
Validity Period:	[Not Applicable]
Tracking Number:	0000000

Status

Current Status:	Approved
Validity Period:	1/31/2014-4/1/2014
Authorization:	0000000

For pended requests, providers can fax or upload clinical documents to NIA

Faxed clinical information should be accompanied by the OCR fax cover sheet. Files that can be uploaded include:

- Microsoft Word documents (.doc files)
- Adobe Acrobat files (.pdf files)
- Image files (.gif, .png, .jpg, .tif, and .tiff files)
- Text documents (.txt files)

Files must be less than 10 MB in size.

Questions? Comments? Need help?

Send an email to RadMDSupport@MagellanHealth.com. Or call toll-free **877-80-RADMD** (877-807-2363).

RadMD is available 24/7, except when maintenance is performed once every other week after business hours.