

RadMD® New Upload Feature

RadMD® Makes Things Easy...for You

NIA has introduced a new feature that allows clinical information to be uploaded directly on **RadMD**. Utilizing this upload feature on RadMD expedites your request, since the information is automatically attached to the case and forwarded to our clinicians for review. The following is a step-by-step guide that will help you navigate through this new, easy to use feature.

Upload After Completing an Auth Request

When a request is completed and additional clinical information is needed to make a determination, a RadMD user will have the opportunity to use the document upload capability. Figure 1 shows the RadMD page at the end of the request process with the Upload Clinical Document button.

The screenshot shows the RadMD user interface. At the top, there is a navigation bar with 'Main Menu', 'Logout', and 'Help'. Below this, there are buttons for 'Print' and 'Print Fax Coversheet'. The main content area is titled 'STATUS' and shows 'Current Status: Pending'. Below this, there is a 'DISCLAIMER' section. The 'PATIENT' section includes fields for Name, Date of Birth, Product, Gender, and Health Plan. The 'PHYSICIAN' section includes Name and ID. The 'IMAGING PROVIDER' section includes Name, Phone, Fax, and ID. The 'RADMD.COM USER INFORMATION' section includes Name, Account ID, Email, Supervisor Name, and Supervisor Email. The 'DETAILS' section includes Date of Service, Panel/Request Code, Release of Info Code, Employment Related, Level of Service, ICD9, Auto Accident, Out of State, Out of Country, and Another Party. At the bottom, there is a 'Reason:' field and a 'CLINICAL Q/A' section with three radio button options. A yellow arrow points to the 'Upload Clinical Document' button in the footer.

Figure 1 - Upload After Request is Completed

Selecting the Upload Clinical Document button will take the user to the document upload page shown in Figure 2.

The screenshot shows the 'Upload Additional Clinical Information' screen. At the top, there is a navigation bar with 'Main Menu', 'Logout', and 'Help'. Below this, there is a section titled 'REQUEST INFORMATION' with fields for Member, Exam, Request Date, Referring Physician, and Rendering Provider. Below this, there is a section titled 'Upload Document' with a list of allowed file types: .DOC Microsoft Word Document, .GIF, .PNG, .JPG, .TIF, .TIFF Image File, .PDF Adobe Acrobat PDF File, and .TXT Text Document. There is also a 'File Size Limit: All files must be less than 10mb.' and a 'Browse' button. At the bottom, there is an 'Upload Document' button.

Figure 2 - Clinical Document Upload Screen

From this screen, the user will be able to browse to find a file to upload and then upload the document. If the upload is successful, the page shown below will appear.

The screenshot shows the confirmation screen after a document has been successfully uploaded. At the top, there is a navigation bar with 'Main Menu', 'Logout', and 'Help'. Below this, there is a section titled 'UPLOAD ADDITIONAL CLINICAL INFORMATION' with a message: 'You have successfully uploaded the following file to National Imaging Associates: test.txt (7 bytes)'. Below this, there are two buttons: 'Back to Auth Details' and 'Upload Another Document'.

At this point, the user can repeat the process and upload additional documents or return to viewing the details of the auth.

After a document is uploaded, the system will notify the NIA clinical review team and the information provided via the document will be taken into account when making a determination on the auth request.

Upload When Checking Auth Request Status

RadMD users will also have the opportunity to upload documents when they are checking the status of an auth request where additional clinical data is needed before a determination can be made.

Figure 3 shows the RadMD Main Menu and the button available for checking the status of an auth request.

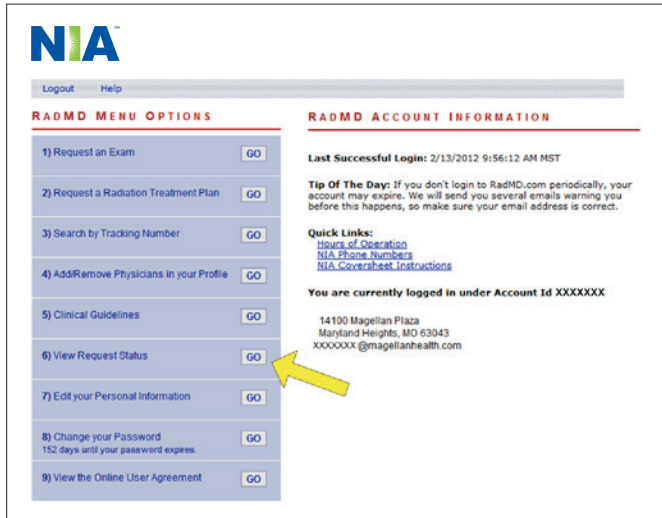


Figure 3 - RadMD Main Menu

On the auth status page, the user will have to select an auth to see its status and to be able to upload documents (See Figure 4 below).

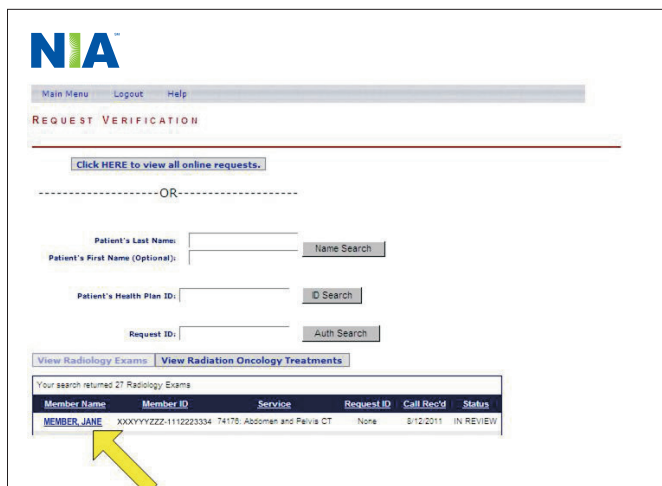


Figure 4 - Select an Auth to See Its Status

- Files that can be uploaded include:
 - Microsoft Word documents (.doc files)
 - Image files (.gif, .png, .jpg, .tif, and .tiff files)
 - Adobe Acrobat files (.pdf files) and
 - Text documents (.txt files)
- Files must be less than 10 MB in size

RadMD users can also get detailed status of their auth requests and e-mails from NIA acknowledging the receipt of faxes and documents.

The button to upload documents with additional clinical information will be available from the auth status page (See Figure 5 below).



Figure 5 - Auth Status Page

Clicking on the Upload Clinical Document button will take the user to the Document Upload page just as before.

For Assistance or Technical Support

Contact RadMDSupport@MagellanHealth.com or call 1-877-80-RadMD (1-877-807-2363). RadMD is available 24/7, except when maintenance is performed once every other week after business hours.