

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**. To start, open your Internet browser and visit 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

2. 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?

Member ID:

3. Identify the Physician

Enter physician search criteria.
Click *Search*.

Search Physicians

First Name:

Last Name:

Zip:

Physician ID:

NPI:

4. Identify the Exam(s)

Select the *Exam(s)* from the list.
Click *Add* to choose an exam(s).
Click *Save and Continue*.

5. Identify the Place of Service

Enter Search criteria for a provider location.

Click *Search*.

6. Reason for Request

Enter at least one ICD-10 code. Provide a reason in the text box.

Answer all of the questions.

Click *Save and Continue*.

7. Confirm the Physician's Phone & Fax Numbers

Enter any physician callback phone and fax numbers.

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

Click *Continue to Final Confirmation*.

- 8. **Clinical Questions: Clinical Q/A**
Answer questions specific to the procedure.

Click *Next* after answering each question.

- 9. **Request Complete**
Final page confirms the request and displays current status.

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

Exam Request: Clinical Q/A: Questions

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

- Yes
- No

Q/A History:

[Back](#) [Next](#)

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 request, providers can fax or upload clinical documents to National Imaging Associates, Inc. (NIA).

Faxed clinical information should be accompanied by the OCR fax cover sheet. 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)
Text documents (.txt files)

Files must be less than 10 MB in size.

Questions? Comments? Need help?

Call the NTC Provider Services line at 1-84-385-2192 or contact your designated Provider Relations Representative.