# RadMD Pain Management Quick Start Guide

Request Pain Management (Injection)

This Quick Start Guide is a tool to assist ordering physicians and staff in obtaining prior authorizations for Pain Management 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*. Click *Request Pain Management* or *Spine Surgery*.

1.	Identify the Patient Enter the patient's information. Click <i>Save and Continue</i> .	* Last Name: * Date of Birth: / / / * Health Plan: Where are [Please Select One]	* First Name: the other health plans
2.	Identify the Physician Enter physician search criteria.	Member ID: Back (Intro) Physician Information First Name:	Save and Continue to Step 2
	Click Search.	Last Name: Physician NPI: Phone:	Search
3.	Identify the Procedure If Injection is selected then Select the procedure from the list on the left Click Save and Continue.	Procedure Type To Be Performed Procedure Type: Injection Procedure Type: Injection Please select the procedure that will be All Available Procedures: Cervical/Thoracic Transformannal Epidural Lumbar/Saccel Facet Joint Radiofrequency Cervical/Thoracic Facet Joint Radiofrequency CPT4 / Keyword Lookup Umbar/Saccel Facet Joint Radiofrequency CPT4 / Keyword Lookup If the desired pain procedure is not present, have additional questions, please logout and Click here for the NIA Call Center Telephone Back (Physician Selection) Save and	

## 4. Select the Place of Service

Enter search criteria for a provider location, click *Search*.

Select the location for the search results table.

## 5. Reason for the Procedure(s)

Answer all of the following questions. Click *Continue to Clinical Questions*.

6. Clinical Questions: Clinical Q/A

Answer questions specific to the procedure. Click *Next* after answering each question. Click *Finish* after all questions have been Please select the exact location for the provider:

Provider Loca	ation												
							_						
Search by Na		_											
Search by City	y:	_											
Search by Zip													
Se	arch	In-o	ffice I	Provi	ider	Sea	rch						
ICD-10 Code:	_					_	Add	ICD-	10	ICD	10 (	Code	Help
* Please provide	the rea	ason fe	or this	proce	edure	-							
* Is the cause of t * Is <i>Another Party</i> * Is the cause of t * Date of Service	<i>Finan</i> the illn	cially i ess/inj	Respor	nsible lated	for the	he pa e Pat	atient': lient's l	s illne Emplo	ss/in	jury?	No 1 No	No -	-
Back (Place of S	Service	e) Co	ntinue	to CI	linica	I Que	estions						
Pain Manag	jeme	nt R	eque	est:	Cli	nica	al Q/	Α					
ls this a request	for a f	facet j	oint bl	lock/i	inject	tion?	?						
OYes													
○ No													
Q/A History:													

The member is 18 years of age or older.

#### Back Next

### 7. Request Complete

answered.

Final page confirms the request and displays the current status.

Click Start New Exam or Back to Main Menu or Upload Additional Information.

 Status

 Current Status:
 Pending

 Validity Period:
 [Not Applicable]

 Tracking Number:
 0000000

# For pended requests, providers can fax or upload clinical documents to Magellan Healthcare\*

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)

Files must be less than 10 MB in size.

- Adobe Acrobat files (.pdf files)
- Text documents (.txt files)

## 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.

\* National Imaging Associates, Inc. is a subsidiary of Magellan Healthcare, Inc.