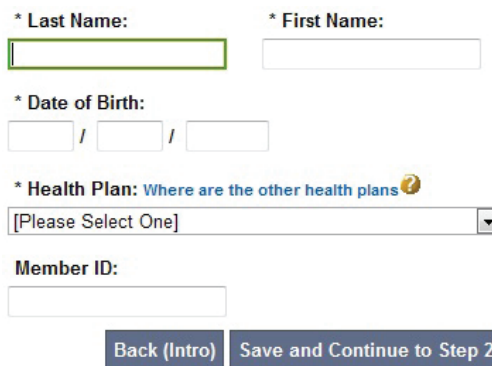# RadMD Pain Management Quick Start Guide

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 *Save and Continue.*
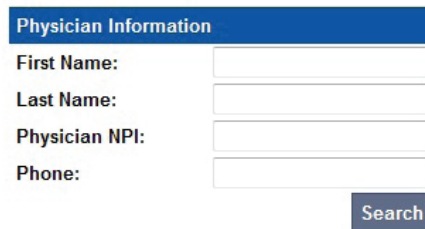
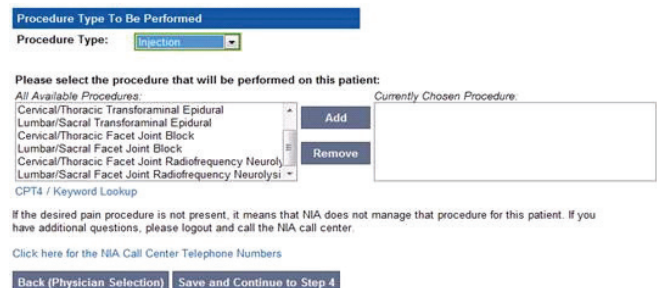### 2. Identify the Physician

Enter physician search criteria.

Click *Search.*

3. Identify the Procedure

If *Injection* is selected then *Select the procedure* from the list on the left

Click *Save and Continue.*

4. Select the Place of Service

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

Select the location for the search results table.

Please select the exact location for the provider:

Provider Location	
Search by Name:	
Search by City:	
Search by Zip:	

[Search] [In-office Provider Search]

5. Reason for the Procedure(s)

Answer all of the following questions.

Click *Continue to Clinical Questions.*

*ICD-10 Code: [   ] Add ICD-10   ICD-10 Code Help

* Please provide the reason for this procedure:

[   ]

* Is the cause of the illness/injury related to a Motor Vehicle Accident?   No ▾

* Is *Another Party Financially Responsible* for the patient's illness/injury?   No ▾

* Is the cause of the illness/injury related to *the Patient's Employment*?   No ▾

* Date of Service [   ] 📅

[Back (Place of Service)] [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 answered.

Pain Management Request: Clinical Q/A

Is this a request for a facet joint block/injection?

○ Yes
○ No

Q/A History:

The member is 18 years of age or older.

[Back] [Next]

7. Request Complete

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)
- Adobe Acrobat files (.pdf 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.

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