RadMD Upload Feature Physical Medicine

RadMD® Makes Things Easy...for You

Magellan Healthcare* has introduced a 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 RadMD users navigate through this 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.

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.

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.

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

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 Magellan Healthcare 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.
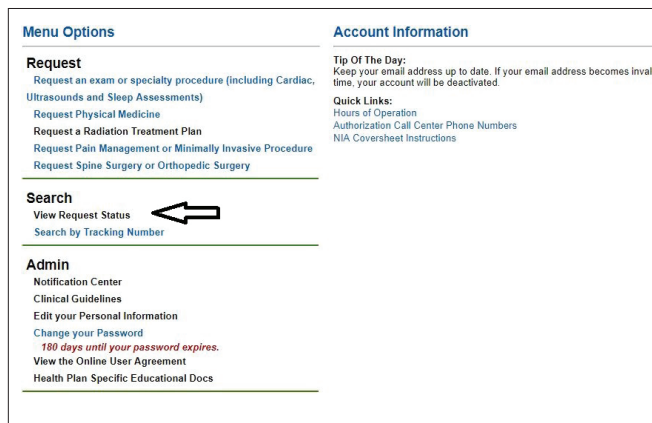

Figure 3 - RadMD Main Menu

- 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 100 MB in size

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

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).
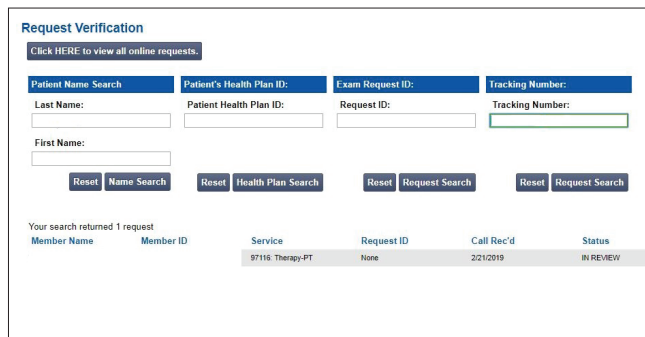

Figure 4 - Select an Auth to See Its Status

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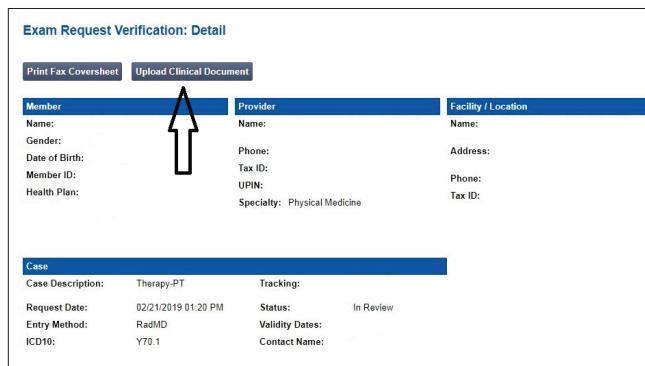

Figure 5 - Auth Status Page

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

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.