

Our systems, including the RadMD portal, will be inaccessible the weekend of March 8 due to this scheduled system migration.

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Scheduled RadMD Outage

Weekend of March 8, 2024

As a valued partner of Evolut (f/k/a NIA), we want to proactively share some key information on a scheduled system migration that will impact your ability to access our systems. We apologize for any inconvenience this may cause, but please rest assured our team is working diligently to minimize the duration of the outage and to restore services promptly. We have provided more detailed information below, but please do not hesitate to contact us at RadMDsupport@evolut.com if you have any questions or need further assistance.

What is happening?

All our systems, including the RadMD portal, will be inaccessible the weekend of March 8 due to this scheduled system migration. **The planned outage is scheduled to occur from 2pm CT on Friday, March 8 through 6am CT on Monday, March 11.** We expect all our systems to be fully functional by the morning of Monday, March 11.

**What are we doing to limit disruption during this system migration?
How will this impact your experience?**

- **Planning ahead.** To the extent possible, please plan accordingly and submit authorizations earlier in the week. Once the RadMD portal is back up again on Monday, March 11, you may resume submitting requests as you normally would.
- **Checking authorization status.** During the outage, you will be unable to check the status of an existing authorization in the RadMD portal, and we will be unable to provide existing authorization status over the phone. If you need to check an authorization status, please do so ahead of system downtime or check back on Monday, March 11.
- **Submitting authorization requests during the outage.** In the event you have a request for an urgent authorization, or an authorization that otherwise needs to be submitted prior to Monday, you may initiate a manual authorization. To initiate a manual authorization during this time, please contact us during normal business hours on Friday, March 8 or between the hours of 9am-12pm CT on Saturday, March 9 and Sunday, March 10. [Please see here for a list of all toll-free numbers.](#)
- **Submitting appeal requests during the outage.** In the event you have a request for an appeal that is urgent or cannot wait until systems have been restored on Monday, please contact the toll-free number linked above during normal business hours on Friday, March 8 or between the hours of 9am-12pm CT on Saturday, March 9 and Sunday, March 10, to be transferred to our appeals team. During the outage, we will be unable to fully process any appeals, however, we will intake the information for full processing after systems are back up on Monday, March 11.

Please expect a reminder email the week of March 4 as well as notifications when the planned system outage starts and stops. Please contact us at RadMDsupport@evolent.com if you have any questions or need further assistance.

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