

How to fax clinical documentation

Magellan Healthcare* may request member medical records/additional clinical information. When requested, validation of clinical criteria within the member's medical records is required.

There are two ways to send clinical information: via the RadMD upload feature (**preferred method**) or the Magellan Healthcare Optical Character Recognition (OCR) case specific fax cover sheet. This guide is intended to help providers who choose to fax medical records/additional clinical information.

Sending medical records/additional clinical information

The OCR fax cover sheet is necessary to ensure clinical information sent is attached to the authorization request. The cover sheet must be the first page of your fax.

Print fax cover sheet

After submitting the authorization request, click "Print Fax Coversheet" to print.

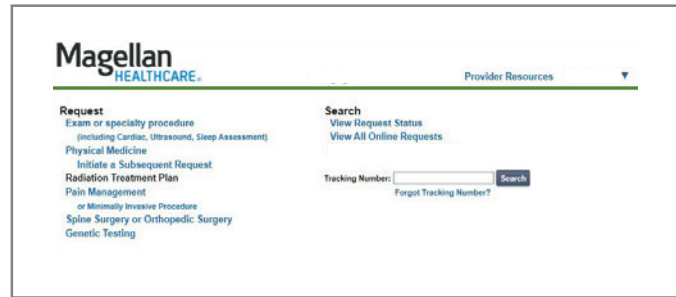
The screenshot shows the Magellan Healthcare website interface. At the top left is the Magellan Healthcare logo. To the right is a 'Provider Resources' dropdown menu. Below the navigation bar are three buttons: 'Print', 'Print Fax Coversheet', and 'Upload Clinical Document'. A disclaimer text is visible below the buttons, and at the bottom of the page are three tabs: 'Status', 'Patient', and 'Physician'.

The image shows a sample fax cover sheet. At the top right is the number '05415112912' and the label 'FAXB'. The NIA logo (National Imaging Associates) is on the left. The main heading is 'Please Use This Fax Cover Sheet' followed by 'This NIA Fax coversheet must be used as the first page of your fax. Please fax this form and information to 1-800-784-6864.' Below this are fields for TO: NIA, FROM: (blank), and SUBJECT: Ordering Physician, Fax Number, Member ID, Patient Name, Requested Service, Health Plan. A large blue 'EXAMPLE' watermark is overlaid on the right side. At the bottom, there are fields for Name and Phone. A confidentiality notice is at the very bottom.

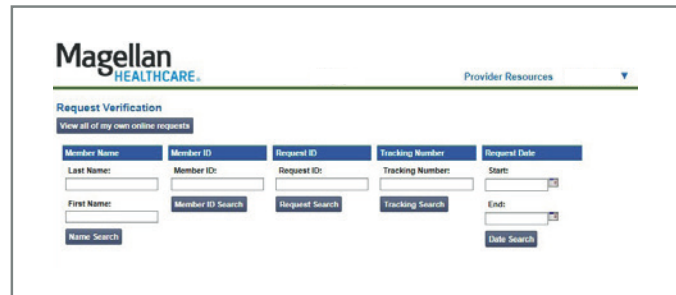
*National Imaging Associates, Inc. is an affiliate of Magellan Healthcare, Inc.

Returning to RadMD to print fax cover sheet

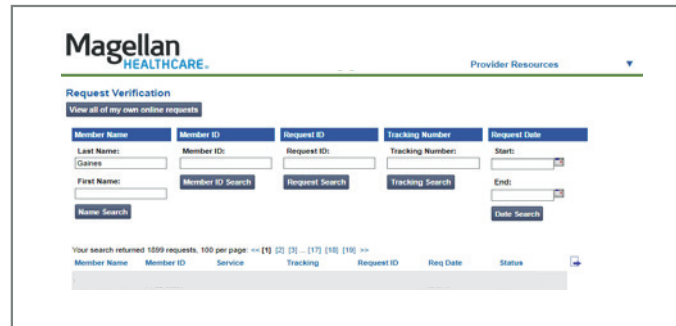
1 Select "View Request Status"



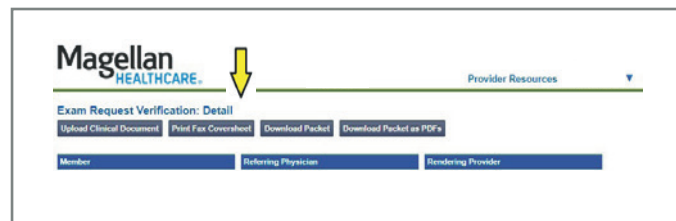
2 Enter member name, ID, request ID, tracking number or request date



3 Click on the member name associated with the authorization request submitted



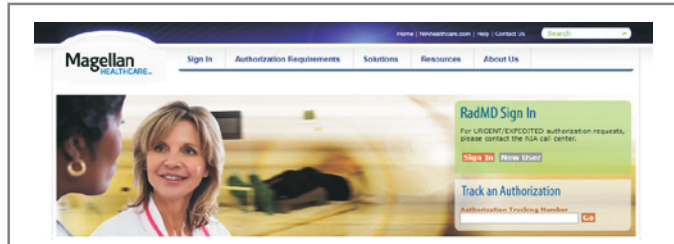
4 Click the "Print Fax Cover Sheet" button



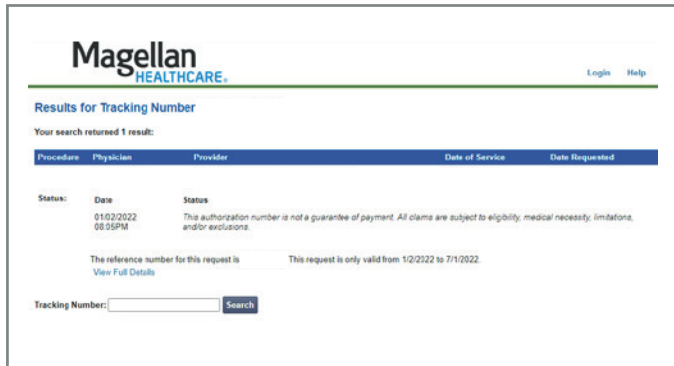
Alternate method to access fax cover sheet

Providers can also print a fax cover sheet with the "Track an Authorization" feature on RadMD. Users who did not submit the original request or submitted it via our Call Center may upload or print the fax cover sheet by using the **"Track Authorization"** feature on the home page of RadMD: www.RadMD.com

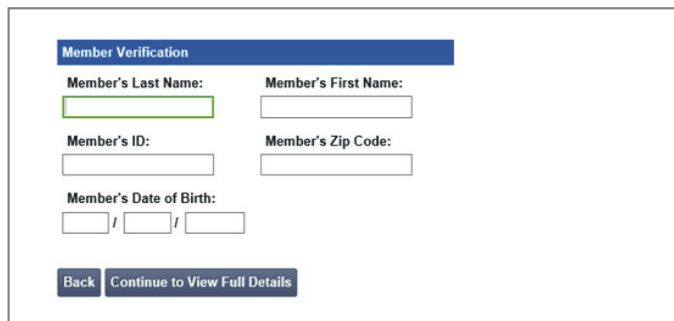
1 Enter tracking number



2 Click "View Full Details"



3 Enter member name, ID, zip code and date of birth (required fields)

A screenshot of the 'Member Verification' form. The form is titled 'Member Verification' and contains several input fields: 'Member's Last Name', 'Member's First Name', 'Member's ID', 'Member's Zip Code', and 'Member's Date of Birth'. The date field is formatted as MM/DD/YYYY. At the bottom of the form, there are two buttons: 'Back' and 'Continue to View Full Details'.

4 Click "Print Fax Coversheet"

