

# How to fax clinical documentation

National Imaging Associates, Inc. (NIA) 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 NIA 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 section is visible below the buttons, stating that the request requires additional review and that clinical information should be uploaded via RadMD.com or faxed to 1-800-784-6864. At the bottom of the page, there are three tabs: 'Status', 'Patient', and 'Physician'.

The example fax cover sheet is for NIA (National Imaging Associates), a Magellan Health Company. The fax number is 05415112912. The document is labeled 'FAXB'. The cover sheet includes the NIA logo and the instruction: 'Please Use This Fax Cover Sheet. 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.' The 'TO:' field is NIA, and the 'FROM:' field is blank. The 'SUBJECT:' field lists 'Ordering Physician:', 'Fax Number:', 'Member ID:', 'Patient Name:', 'Requested Service:', and 'Health Plan:'. A large blue 'EXAMPLE' watermark is overlaid on the right side. Below the subject field, there is a paragraph of instructions: 'Please use this form as the cover sheet for any information you fax to us regarding the above patient's request. The numeric code is case specific and allows us to attach the fax immediately upon receipt to your preauthorization request. If you are faxing information for more than one patient please separate each patient's information with the cover sheet for that particular request. To obtain a fax cover sheet for other patients, call 1-888-642-7649 or logon to www.radmd.com, access the desired authorization, and request the coversheet from the auth details page. In order for our clinical reviewers to follow up on this information please include a contact name and phone number.' At the bottom, there are fields for 'Name:' and 'Phone:'. A confidentiality notice is at the very bottom: '\*\*\*CONFIDENTIALITY NOTICE\*\*\* This electronic message transmission contains information belonging to Magellan Health Services, its subsidiaries or affiliates that is solely for the recipient named above and which may be confidential or privileged. MAGELLAN HEALTH SERVICES, its subsidiaries and affiliates EXPRESSLY PRESERVE AND ASSERT ALL PRIVILEGES AND IMMUNITIES APPLICABLE TO THIS TRANSMISSION. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of this communication is STRICTLY PROHIBITED. If you have received this electronic transmission in error, please notify us by telephone at (888) 642-7649. Thank you.'

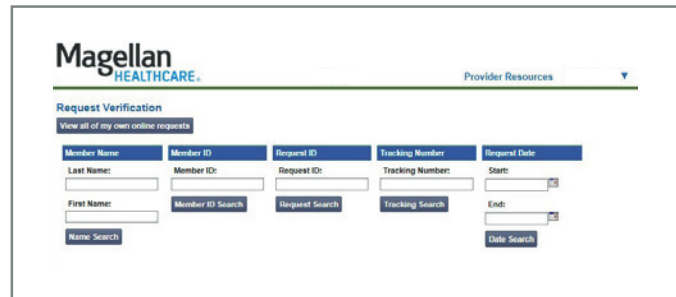


# Returning to RadMD to print fax cover sheet

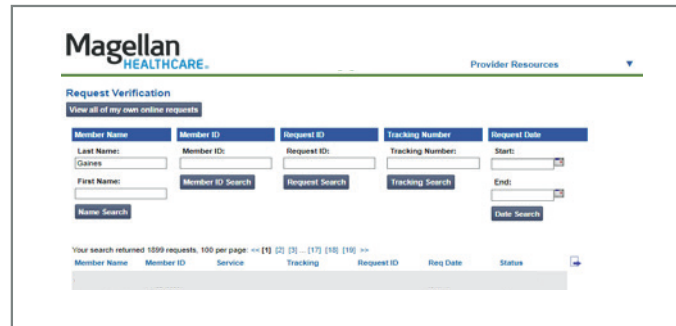
1 Select "View Request Status"



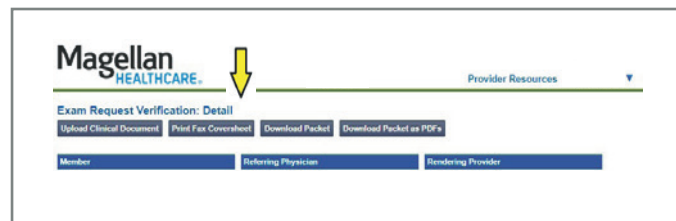
2 Enter member name, ID, request ID, tracking number or request date



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



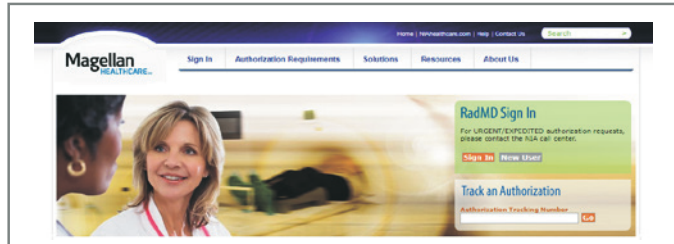
4 Click the "Print Fax Cover Sheet" button



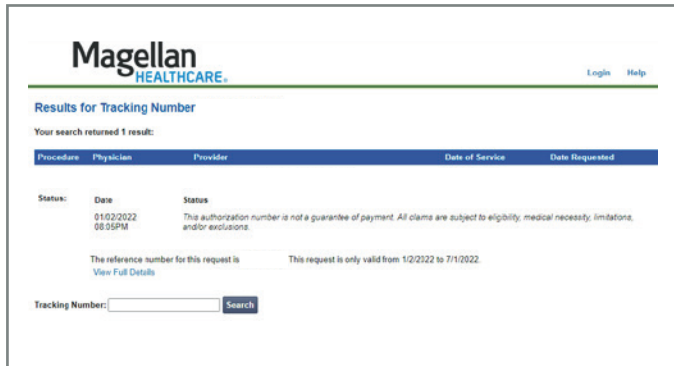
# Alternate method to access fax cover sheet

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](http://www.RadMD.com)

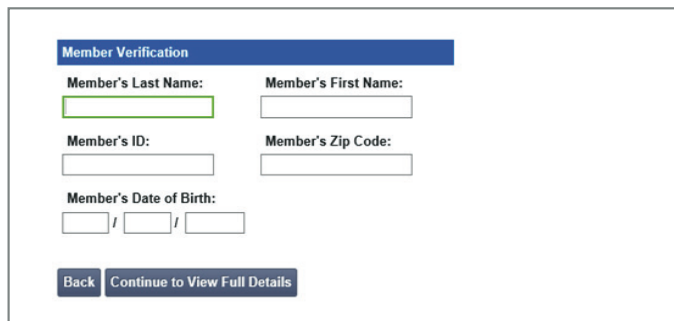
1 Enter tracking number



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 has a blue header with the text 'Member Verification'. Below the header, there are four input fields: 'Member's Last Name', 'Member's First Name', 'Member's ID', and 'Member's Zip Code'. Below these fields is a 'Member's Date of Birth' section with three input fields for the day, month, and year. At the bottom of the form, there are two buttons: 'Back' and 'Continue to View Full Details'.

4 Click "Print Fax Coversheet"

