

# RadMD New Upload Feature

## RadMD® Makes Things Easy...for You

NIA Magellan has introduced a new 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 you navigate through this new, 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.

The screenshot shows a web interface with a navigation bar (Main Menu, Logout, Help) and a 'Print' button. The main content area is titled 'STATUS' and shows 'Current Status: Pending'. Below this is a 'DISCLAIMER' section. The 'PATIENT' section lists 'Name: JANE MEMBER', 'Date of Birth: [Redacted]', and 'Product: PCS'. The 'PHYSICIAN' section lists 'Name: [Redacted]' and 'ID: [Redacted]'. The 'IMAGING PROVIDER' section lists 'Name: [Redacted]', 'Phone: [Redacted]', 'Fax: [Redacted]', and 'ID: [Redacted]'. The 'RADMD.COM USER INFORMATION' section lists 'Name: [Redacted]', 'Account ID: [Redacted]', 'Email: [Redacted]', 'Supervisor Name: [Redacted]', and 'Supervisor Email: [Redacted]'. The 'DETAILS' section lists 'Date of Service: [Redacted]', 'Exam: [Redacted]', 'Level of Service: [Redacted]', 'ICD9: [Redacted]', 'Auto Accident: [Redacted]', 'Out of State: [Redacted]', 'Out of Country: [Redacted]', 'Another Party: [Redacted]', and 'Exams: Brain MRI'. The 'Reason:' section is empty. The 'CLINICAL Q/A' section contains three identical lines: 'None of the above best describes the reason that I have requested this test.' Below this is the text 'This request is for a Brain MRI'. At the bottom, there is a footer with 'National Imaging Associates, Inc.', 'Tax ID: [Redacted]', and 'WDA# 218 Document Version: 004010109441'. A yellow arrow points to the 'Upload Clinical Document' button in the bottom navigation bar.

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.

The screenshot shows a web interface titled 'UPLOAD ADDITIONAL CLINICAL INFORMATION'. It includes a navigation bar (Main Menu, Logout, Help) and a 'Print Fax Coversheet' button. The main content area is titled 'Request Information' and lists 'Member: JANE MEMBER', 'Exam: Brain MRI', 'Request Date: 2/13/2012', 'Referring Physician: [Redacted]', and 'Rendering Provider: [Redacted]'. Below this is the 'Upload Document' section, which lists 'Allowed file types: .DOC Microsoft Word Document, .GIF, .PNG, .JPG, .TIF, .TIFF Image File, .PDF Adobe Acrobat PDF File, .TXT Text Document'. It also includes a 'File Size Limit: All files must be less than 10mb.' and a 'Browse' button. At the bottom, there is an 'Upload Document' button.

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.

The screenshot shows a web interface titled 'UPLOAD ADDITIONAL CLINICAL INFORMATION'. It includes a navigation bar (Main Menu, Logout, Help) and a 'Print Fax Coversheet' button. The main content area displays a confirmation message: 'You have successfully uploaded the following file to National Imaging Associates: test.txt (7 bytes)'. Below this message are two buttons: 'Back to Auth Details' and 'Upload Another Document'.

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 NIA 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.

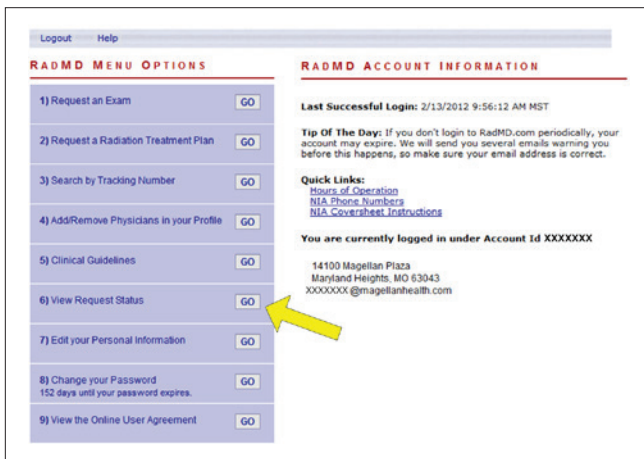


Figure 3 - RadMD Main Menu

- 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 10 MB in size

RadMD users can also get detailed status of their auth requests and e-mails from NIA Magellan 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).

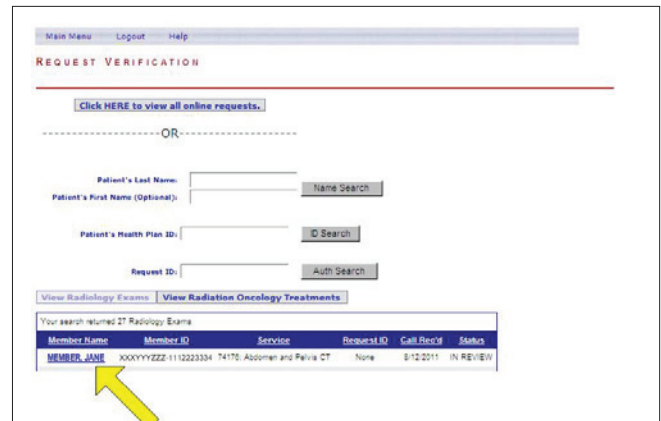


Figure 4 - Select an Auth to See Its Status

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

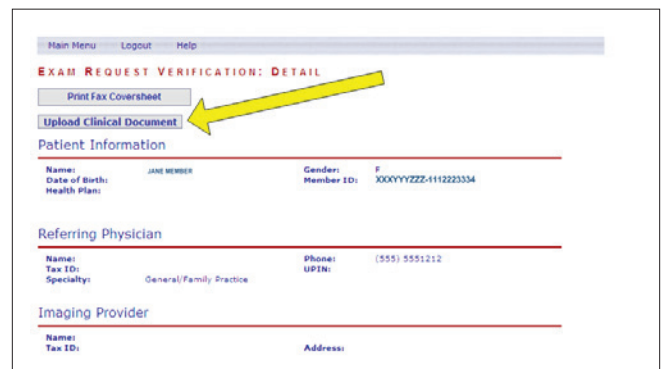


Figure 5 - Auth Status Page

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](mailto: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.