Requesting Additional Physical Medicine Units on RadMD

Step by Step Process

1. Log In

Log into RadMD.com using your Account ID & Password.

RadMD.com Login

Welcome to RadMD.com

Please enter your Account ID and password to login:

Account ID: _____

Password: _____

[Login]

Forgot your password? *Request a new password.*

Need an account or your account has expired? *Request a new account.*

Questions? Comments? Need more help? *Contact RadMdSupport@magellanhealth.com.*

2. Locate the Request

Locate the case you are requesting additional units/services for by clicking on *"Initiate a Subsequent Request"* or by using *"View Request Status"* or *"Search by Tracking Number*"*

*Note: If you search under *"Search by Tracking Number"* be sure to select *"View Full Details"* to reach step 3.

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Menu Options

Request
Request an exam or specialty procedure (including Cardiac, Ultrasounds and Sleep Assessments)
Request Physical Medicine
  Initiate a Subsequent Request
Request a Radiation Treatment Plan
Request Pain Management or Minimally Invasive Procedure
Request Spine Surgery or Orthopedic Surgery

Search
View Request Status
Search by Tracking Number

Account Information

Tip Of The Day:
RadMD is a lot of things to a lot of people. We have over hundreds of thousands of active users all across America and must comply with all laws in all states simultaneously.

Quick Links:
Hours of Operation
Authorization Call Center Phone Numbers
NIA Coversheet Instructions

Hot Topic:
You can now initiate subsequent requests for Physical Medicine services (PT, OT, ST, and Chiropractic Care) via RadMD. Please click the 'Initiate a Subsequent Request' link in the menu to the left to search for an existing request and begin the process for requesting additional visits/units.

3. Request Additional Units

Click *"Request Additional Units"*.

Request Verification Details

Exam Request Verification: Detail

[Print Fax Coversheet] [Upload Clinical Document] [Request Additional Units]

NIA

4. Confirm the Type of Request

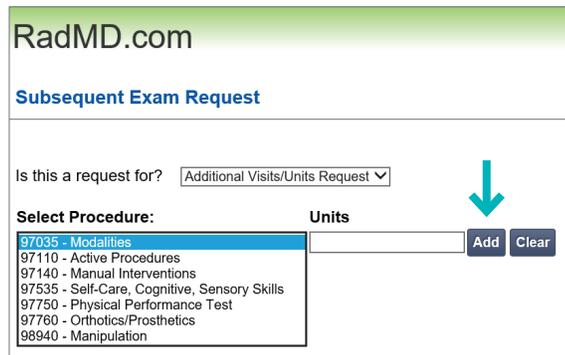When prompted to select the type of request, select *"Additional Visits/Units Request"*

(Note: validity date extensions are not currently available online. For validity date extensions please contact our service center at 1-866-842-1542.)

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Subsequent Exam Request

Is this a request for?
--Select--
A New Request
Additional Visits/Units Request
Validity Date Extension
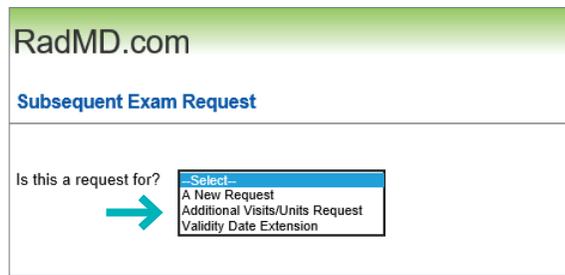
5. Select the Procedure(s)

Select the procedure. Then enter the number of units being requested as applicable. Click *"Add"*. Repeat as needed*

(*Up to 6 procedures may be added)

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Subsequent Exam Request

Is this a request for?   Additional Visits/Units Request ⌄

Select Procedure: **Units**

97035 - Modalities
97110 - Active Procedures
97140 - Manual Interventions
97535 - Self-Care, Cognitive, Sensory Skills
97750 - Physical Performance Test
97760 - Orthotics/Prosthetics
98940 - Manipulation

[Add] [Clear]

6. Create Subsequent Request

Once you have selected the appropriate procedures for the member, click *"Create Request"*.

(Note: The subsequent request process may take a few minutes.)

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Subsequent Exam Request

Is this a request for?   Additional Visits/Units Request ⌄

Select Procedure: **Units**

97110 - Active Procedures ⌄   [Add] [Clear]

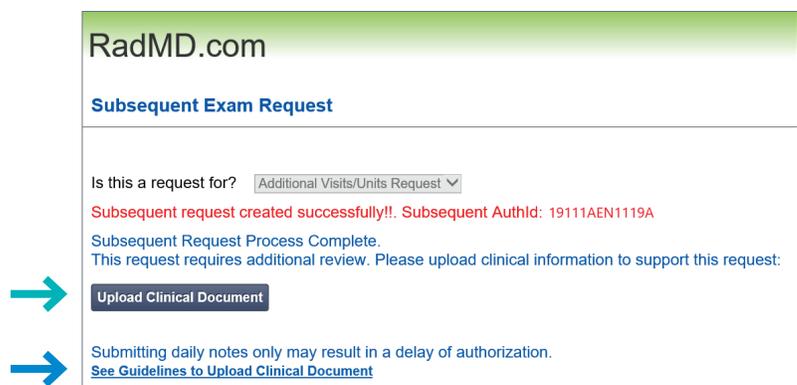| Intervention	Units
97140 - Manual Interventions	6
97110 - Active Procedures	2

[Create Request]
Note: This subsequent process may take few minutes.
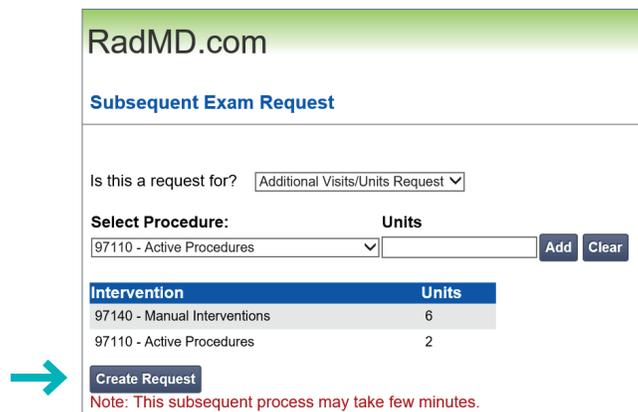
7. Supporting Documentation

After the subsequent request has been created, you will be provided an Auth ID and asked to upload the clinical documentation to support the subsequent request. *(Note: Submitting only daily notes may delay the request.)* Please refer to Checklist/Recommended Documentation.

Click "Upload Clinical Document" to proceed to the upload screen. (Please click *"See Guidelines to Upload Clinical Document"* to see submission guidelines.)

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Subsequent Exam Request

Is this a request for?   Additional Visits/Units Request ⌄

Subsequent request created successfully!!. Subsequent AuthId: 19111AEN1119A

Subsequent Request Process Complete.
This request requires additional review. Please upload clinical information to support this request:

[Upload Clinical Document]

Submitting daily notes only may result in a delay of authorization.
See Guidelines to Upload Clinical Document

NIA

8 & 9. Upload Applicable Documents

If you have just one document for upload—click the attestation box that confirms all relevant clinical information is being provided.

Then click *"Browse"* and locate the file on your computer.

If you have more than one document for upload—upload the first document by clicking *"Browse"* and locating the file, then click *"Upload Another Document".*

When you are uploading the final document, click the attestation box then click *"Browse"* and locate the document for upload.

When you have finished uploading the clinical documents, click *"Back to Request Details".* The request status will show *"In Review"* .

Upload Document

Upload Additional Clinical Information

This service allows you to upload additional clinical information to National Imaging Associates.

The document you upload will be attached to the request and become part of the patient's medical record.

Request Information	
Name:	First Name, MI, Last Name
Date of Birth:	01/01/1991
Exam:	Physical Therapy
Request Date:	05/30/2019 11:45 AM
Referring Physician:	For Phys Med Use Only ABC MEDICAL P C
Rendering Provider:	ABC MEDICAL P C

Upload Document

- **.DOC, .DOCX** Microsoft Word Document
- **.GIF, .PNG, .JPG, .TIF, .TIFF** Image File
- **.PDF** Adobe Acrobat PDF File
- **.TXT** Text Document

Browse...

☐ I attest the attached file contain all relevant clinical documentation wh for this authorization request.
No additional files will be submitted for NIA Magellan review.

RadMD.com

Upload Additional Clinical Information

You have successfully uploaded the following file to National Imaging Associates:

Test Upload .docx

Back to Request Details   Upload Another Document

NIA