How to Submit Clinical Documentation

Magellan Healthcare may request patient’s medical records/additional clinical information before an approval can be made.

There are two ways to submit clinical information to Magellan Healthcare; uploading via RadMD Upload Feature (preferred method) or via the Magellan Optical Character Recognition (OCR) Fax Cover Sheet.

Submitting Clinical Information via Upload Feature
The upload feature allows clinical information to be uploaded directly to RadMD after completing an authorization request. Utilizing this upload feature expedites your request since it is automatically attached and forwarded to our clinicians for review.

Submitting Clinical Information via Magellan Healthcare OCR Fax Cover Sheet (only if you are unable to upload)
Use the Magellan Healthcare Fax Coversheet when faxing clinical information. The OCR fax coversheet allows users to attach the clinical information submitted from the ordering physician to an existing authorization request. For the automatic attachment to occur, use the Magellan Healthcare Fax Cover Sheet specific to the authorization request. The fax cover sheet must be used as the first page of your fax.
Printing Fax Coversheet Immediately after User Submits Authorization Request

When the request is complete, the user requesting the authorization can print the member/procedure specific fax cover sheet.

Select “Print Fax Cover Sheet” button at the top of the request page which will allow the requestor to print the fax cover sheet.

 Returning to RadMD to Print Fax Cover Sheet

1. Select “View Request Status”

2. Enter member’s name, ID number or Tracking number

3. Click on member’s name associated with procedure
Allowing Other Users to Upload or Print Fax Cover Sheet

Other Users who did not submit the original request or submitted the request via Magellan Healthcare’s Call Center may Upload or Print Fax Coversheet by using the “Track Authorization” feature on the home page of RadMD, www.RadMD.com

1. Enter Tracking Number

2. Click Upload Document or View Full Details
3. Enter Member’s name, ID Number, Zip Code and Date of Birth (all required fields)

4. Upload Clinical Documents or Print Fax Cover Sheet