

New and Improved RadMD Upload Module

RadMD® makes things easy... for You

Magellan Healthcare* is excited to introduce a new and improved upload module on RadMD! Uploading clinical documentation on RadMD expedites your prior auth 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 RadMD users navigate through this easy to use module.

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 the RadMD interface with a navigation bar at the top containing 'Print', 'Print Fax Coversheet', and 'Upload Clinical Document' (highlighted with an orange arrow). Below the navigation bar is a 'Disclaimer' section. The main content area is divided into three columns: 'Status', 'Patient', and 'Physician'. The 'Status' column shows 'Current Status: Pending', 'Validity Period: [Not Applicable]', and 'Tracking Number: 0411617784'. The 'Patient' column shows 'Name', 'Subscriber ID', 'Date of Birth', and 'Gender'. The 'Physician' column shows 'Name: DRUCY BOROWITZ' and 'Provider ID: 4405791'. Below this is a 'Rendering Provider' section with a table of details including 'Name', 'Company', 'Phone', 'Address', 'Job Title', 'Email', 'Address', 'Fax', 'Rendering Provider ID', 'Supervisor Name', 'Supervisor Email', 'Date of Service', 'Auto Accident', 'Pend/Reject Code', 'Out of State', 'Release of Info Code', 'Out of Country', 'Employment Related', 'Another Party', 'Level of Service', 'Exams', 'ICD10', and 'Reason'. At the bottom, there is a 'Clinical Q/A' section with contact information for National Imaging Associates, Inc. and two buttons: 'Back to the Main Menu' and 'Start a New Exam Request'.

Figure 1 - RadMD Confirmation Page with Upload Clinical Document Button

Selecting the Upload Clinical Document button will take the user to the document upload page shown in Figure 2.

The screenshot shows the 'Upload Additional Clinical Information' screen. It features a header with the title and a sub-header stating 'The document you upload will be attached to the request and become part of the patient's medical record.' Below this is a 'Request Information' section with fields for 'Name', 'Date of Birth', 'Exam', 'Status', 'Request Date', 'Referring Prov:', and 'Rendering Prov:'. To the right of these fields is a dashed box containing the instruction 'Upload a clinical document with the file dialog or by dragging and dropping images onto the dashed region' and a list of 'Allowed file types: .DOC .DOCX .PDF .JPEG .TIFF .GIF .PNG .TXT'. A 'Browse for file' button is located below the file types list.

Figure 2 - Clinical Document Upload Screen

On this screen, the user will be able to either browse to find a file or drag and drop a file into the dashed box, and then upload the document. If the upload is successful, the page shown below will appear.

This screenshot shows the same 'Upload Additional Clinical Information' screen as Figure 2, but with a green success message: 'Upload Successful: Test Medical Record.docx'. Below the success message is a confirmation statement: 'I attest that ALL relevant clinical documents have been uploaded'.

* National Imaging Associates, Inc. is a subsidiary of Magellan Healthcare, Inc.

At this point, the user can repeat the process and upload additional documents or return to viewing the details of the auth. Another great feature of the new upload module is that there is no limit to how many documents can be uploaded at one time.

After a document is uploaded, the system will notify the Magellan Healthcare 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.

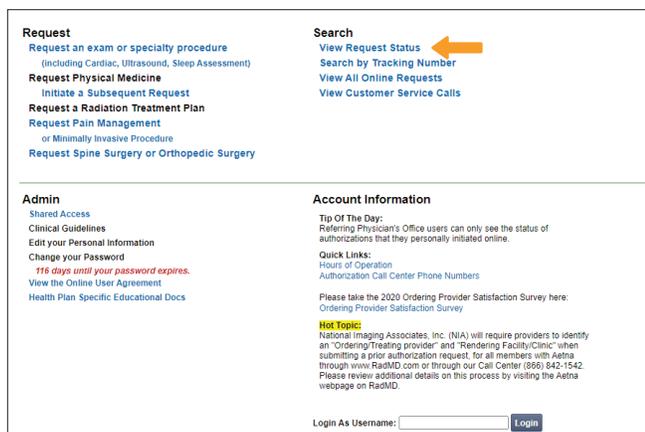


Figure 3 - RadMD Main Menu

- Files that can be uploaded include:
 - Microsoft Word documents (.docx 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 100 MB in size

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

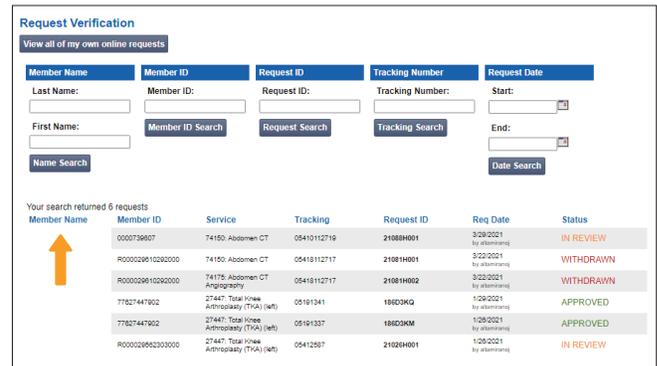


Figure 4 - Select an Auth to See Its Status

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

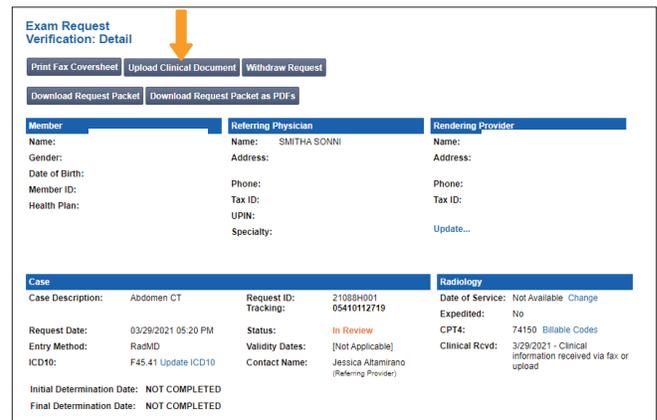


Figure 5 - Auth Status Page

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 or call 1-877-80-RadMD (1-877-807-2363).

RadMD is available 24/7, except when maintenance is performed every third Thursday of the month from 9pm - midnight PST.