

# RadMD Shared Access Quick Start Guide

This Quick Start Guide is a tool to assist providers and staff in viewing authorization requests initiated by other RadMD users within a practice via the “shared access” feature on RadMD. The user that you share access with will also have the ability to manage authorization requests that you initiated.

To start, open your internet browser and visit [www.RadMD.com](http://www.RadMD.com). Click “login” on the top right hand side of the screen. Enter your username and password, then click “login.”

**From the main menu click the “shared access” link located under the *Resources and Tools* section.**

Complete the share request form by entering the username of the user you would like to share access with to view authorization requests. Users will need to work directly with staff members (via email, telephone, chat, message, etc.) to obtain their RadMD username that is used when logging into RadMD.

## 1. Enter the number of days you wish to share access with a user:

- Use the calendar to identify the number of days or select quick picks, (e.g., 7 days, 30 days, 90 days).
- The start date for the sharing agreement is always the first day the offer is sent.
- Click “send share offer.”



## 2. Pending shared requests:

- Once an offer is sent to a user, the request will show as pending until the user accepts the share access request.
- User who sent the request will have the option to cancel the share request that was sent. Click “cancel” if you wish to cancel the share request.
- User receiving the request has the option to accept or reject a request.

3 pending offers ↻

From	To	Active Period	Request Sent	Actions
		9/24/2020 - 10/1/2020 7 days	9/24/2020 09:07 AM	Cancel

## 3. Active shared requests:

- When the user accepts the request, the request will move from the pending share offers to active shares.
- Share requests will be available during the active period.
- Share requests can last up to 90 days maximum. If more days are required the agreement must be renewed.

2 active shares ↻

From	To	Active Period	Request Sent	Actions
		9/24/2020 - 10/1/2020 7 days	9/24/2020 09:04 AM	Renew for 7 days Cancel

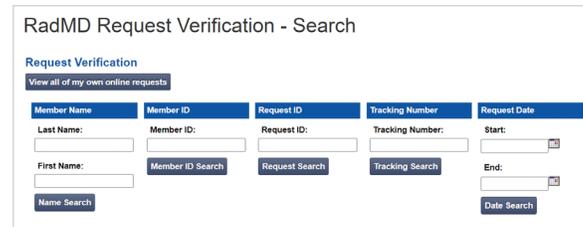
#### 4. To renew a shared agreement:

- Click the “renew for X days” link before the request expires OR
- Send another shared agreement by entering the RadMD username and selecting the number of days you wish to share the request.



#### To search for a request shared by others:

- Search for shared and your authorization requests by member name, member ID, request ID, tracking number or request date.
- Note: “View all of my own online requests” displays authorization requests that were entered by the logged in user only.



#### Questions? Comments?

Need help? Send an email to: [RadMDSupport@MagellanHealth.com](mailto:RadMDSupport@MagellanHealth.com).

For questions regarding the program, call the **provider support team** at **1-800-327-0641**.

RadMD is available 24/7, except when maintenance is performed every third Thursday of the month from 9 p.m. - 12 a.m. PST.