

Clinical Fax Submission Guide

Optical Character Recognition (OCR) technology is used for submission of clinical information/medical records, if providers are unable to upload document to RadMD

Please Utilize the NIA specific fax coversheet to ensure prompt receipt of your faxes

Proper submission of faxes will ensure clinical information is received for a prior authorization request and for determination to be made

The OCR fax coversheet allows us to attach the clinical information submitted from the ordering physician directly to an authorization request

Using an incorrect fax coversheet may delay a response to an authorization request

What to do:



- ✓ **DO** use NIA Fax Coversheet when faxing clinical information specific to the authorization request
- ✓ **DO** use the OCR fax coversheet as the **FIRST** page of your clinical fax submission
- ✓ **DO** make sure the tracking number on the fax coversheet matches the tracking number for your request
- ✓ **DO** Send each case separate with its own fax coversheet

What Not to do:



- ✗ **DO NOT** make a copy of the NIA Fax Coversheet from a previous request
- ✗ **DO NOT** write notes on the fax coversheet
- ✗ **DO NOT** overwrite or mark through text/numbers on the fax coversheet
- ✗ **DO NOT** send several patients/cases under one fax coversheet. Each individual case must have its own

Questions? Comments?

For assistance, please contact the provider support team at:

radmdsupport@evolent.com or call **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.