RadMD Quick Start Guide Physical Medicine Authorization Requests

This Quick Start Guide is a tool to assist the ordering provider and staff in obtaining prior authorizations for Physical Medicine Services quickly and easily via the RadMD website. To start, open your Internet browser and visit RadMD.com. Click *Login* on the right side of the screen. Enter your *Account ID* and *Password*, then click *Login*.

Request a physical medicine authorization

From the main menu under Request, click Request Physical Medicine.



2. Identify the patient

- Enter the patient's information.
- Select Health Plan from drop down menu

Click Save and Continue.

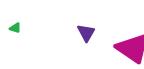
Identify the physical medicine treating provider

Enter Treating Provider search criteria.

Click Search.

Patient	* Last Name:	* First Name:	
Provider			
Cause	* Date of Birth:		
Q&A History	* Health Plan: Where are the other health plans		
	[Please Select One]	▼	
click a completed step header to view/update the data	Member ID:		
	Back (Menu)	Save and Continue to Step 2	

Patient	Search Provider	Search Providers					
Name: DOB: ID: Carrier:	Provider Name: Phone: NPI:	American	Zip: Provider ID: Tax ID:				
Provider		S	earch				
Cause	If you do not see t	Your search returned 1 treating provider record. If you do not see the treating provider you are searching for, you can try searching again with different criteria logout and call the NIA Call Center. Click here for NIA Call Center Telephone Numbers					
	Provider Name	Special	ty Address	Phone	Identifiers		
Q&A History	American Therap	y Physical I	/ledicine	(999) 999-999	NPI: Provider ID: Tax ID:		
click a completed step header to view/update the data	Back (Step 1)						

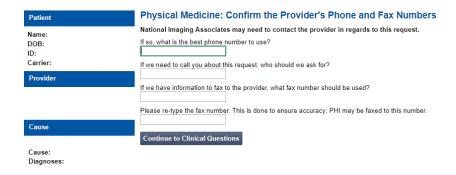




4. Confirm the provider's phone & fax numbers

Enter provider callback phone and fax numbers.

Click Continue to Clinical Questions



5. Cause for therapy

- Select the cause for Therapy
- Provide Diagnosis codes
- · Answer general questions

Click Save and Continue.



6. Select the type of provider rendering the service

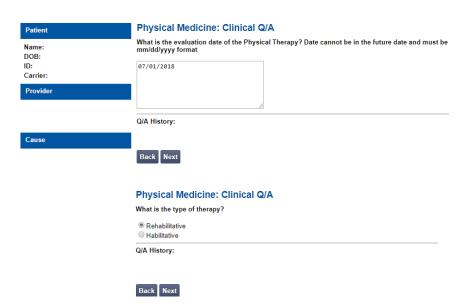


7. Clinical questions

Answer some questions specific to the service

Click *Next* after answering each question.

Click *Finish* once all questions have been answered.





8. Request complete

A set of visits specific to the requested treatment plan may be offered as an initial authorization based on the responses to the preceding questions.

"Do you want to accept the approved visits?"

Yes - Begin using visits to provide service

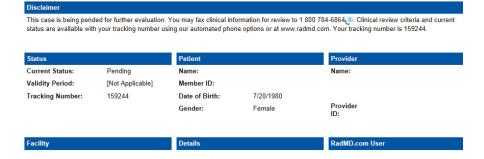
No - Proceed with clinical validation process to continue request

If we are not able to offer an initial set of visits based on the responses provided, or if you choose not to accept the initial offering, you will be prompted to submit clinical information to continue processing the request. Your request will enter a pended status until the clinical information is received.

Upload supportive clinical documentation or **fax** clinical documentation using fax cover sheet

Physical Medicine - Confirm Approved Visits

Therapy Type	Approved Visits	Validity Period
Physical Therapy	6	6/4/2019 - 8/3/2019
Do you accept the approved visits? Yes No		
Continue		



Questions? Comments? Need help?

Send an email to **RadMDSupport@MagellanHealth.com**. Or call toll-free **877-80-RADMD** (877-807-2363). RadMD is available 24/7, except when maintenance is performed once every other week after business hours.

