RadMD Pain Management Quick Start Guide

Request Pain Management (Injection)

This quick start guide assists ordering physicians and staff in obtaining prior authorizations for pain management quickly and easily via RadMD. To start, visit **RadMD.com**. Click Login on the right side of the screen. Enter your account ID and password, then click Login. Click Request Pain Management or Spine Surgery.

1. Identify the patient

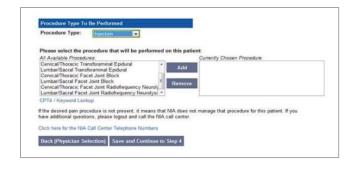- Enter the patient's information
- Click *Save and Continue*

* Last Name:	* First Name:

* Date of Birth:

___ / ___ / ___

* Health Plan: Where are the other health plans

[Please Select One] ▼

Member ID:

_____

Back (Intro) | Save and Continue to Step 2

2. Identify the physician

- Enter physician search criteria
- Click *Search*

Physician Information

First Name:

Last Name:

Physician NPI:

Phone:

Search

3. Identify the Procedure

- Select *Injection* under procedure type
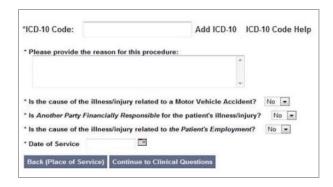- Select the type of procedure being requested
- Click *Save and Continue*

4. Identify the place of service

- Enter search criteria for a provider location
- Click Search
- Select the location from the search results table

5. Reason for the procedure(s)

- Answer all of the following questions
- Click *Continue to Clinical Questions*

6. Clinical questions: Clinical Q/A

- Answer questions specific to the procedure
- Click *Next* after answering each question
- Click *Finish* after all questions have been answered

7. Request complete

- The request is now complete. The final page confirms the request and displays current status

- Click *Start New Exam*, *Back to Main Menu,* or *Upload Additional Information*

Status	
Current Status:	Pending
Validity Period:	[Not Applicable]
Tracking Number:	0000000

FOR PENDED REQUESTS, PROVIDERS CAN UPLOAD OR FAX CLINICAL DOCUMENTS.

Faxed clinical information should be accompanied by the OCR fax cover sheet. Files that can be uploaded include:

- Microsoft Word documents (.doc)
- Image files (.gif, .png, .jpg, .tif, and .tiff)
- Adobe Acrobat files (.pdf)
- Text documents (.txt)

Files must be less than 100 MB in size.

FOR HELP...
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.

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