

Requesting Additional Physical Medicine Visits on RadMD

Step-by-step process

1. Log In

Log into [RadMD.com](https://radmd.com) using your account ID and password.



RadMD.com Login

Welcome to RadMD.com

Please enter your Account ID and password to login:

Account ID:

Password:

Login

Forgot your password? [Request a new password.](#)

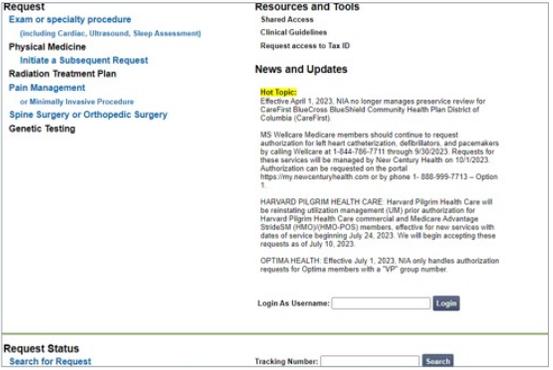
Need an account or your account has expired? [Request a new account.](#)

Questions? Comments? Need more help? [Contact RadMdSupport@magellanhealth.com.](mailto:ContactRadMdSupport@magellanhealth.com)

2. Locate the request

Locate the case you are requesting additional visits/services for by clicking [Initiate a Subsequent Request](#) or by using [View Request Status](#) or [Search by Tracking Number](#)*

*Note: If you search under [Search by Tracking Number](#), be sure to select [View Full Details](#) to reach step 3.



Request

Exam or specialty procedure
(Including Cardiac, Ultrasound, Sleep Assessment)

Physical Medicine
[Initiate a Subsequent Request](#)

Radiation Treatment Plan

Pain Management
or Minimally Invasive Procedure

Spine Surgery or Orthopedic Surgery

Genetic Testing

Resources and Tools

Shared Access

Clinical Guidelines

Request access to Tax ID

News and Updates

Hot Topics

Effective April 1, 2023, NIA no longer manages preservice review for CareFirst BlueCross BlueShield Community Health Plan District of Columbia (CareFirst).

MS Medicare members should continue to request authorization for left heart catheterization, defibrillators, and pacemakers by calling Medicare at 1-844-756-7711 through 9/30/2023. Requests for these services will be managed by New Century Health on 10/1/2023. Authorization can be requested on the portal <https://my.newcenturyhealth.com> or by phone 1-888-999-7713 - Option 1.

HARVARD PILGRIM HEALTH CARE: Harvard Pilgrim Health Care will be reinstating utilization management (UM) prior authorization for Harvard Pilgrim Health Care commercial and Medicare Advantage (Sidelife (HMO)/HMO-POS) members, effective for new services with dates of service beginning July 24, 2023. We will begin accepting these requests as of July 10, 2023.

OPTIMA HEALTH: Effective July 1, 2023, NIA only handles authorization requests for Optima members with a "VP" group number.

Login As Username: Login

Request Status

Search for Request

Tracking Number: Search

3. Request additional visits

Click [Request Additional Visits](#).



Request Verification Details

Exam Request Verification: Detail

Print Fax Coversheet

Upload Clinical Document

Request Additional Visits

4. Confirm the type of request

When prompted, select *Additional Visits/Units Request*.

RadMD.com
Subsequent Exam Request

Is this a request for?
A New Request
Additional Visits/Units Request
Validity Date Extension

5. Enter the number of visits

Enter the number of visits being requested.
Click *Add*.

RadMD.com
Subsequent Exam Request

Is this a request for?

Select Procedure: Visits

6. Create Subsequent Request

Once you have selected the appropriate number of visits for the member, click *Create Request*.

(Note: The subsequent request process may take a few minutes.)

RadMD.com
Subsequent Exam Request

Is this a request for?

Select Procedure: Visits

Intervention	Visits
Therapy-ST	16

Note: This subsequent process may take few minutes.

7. Supporting Documentation

After the subsequent request has been created, you will be provided an Auth ID and asked to upload the clinical documentation to support the subsequent request.

(Note: Submitting only daily notes may delay the request.) Please refer to Checklist/Recommended Documentation.

Click *Upload Clinical Document* to proceed to the upload screen.

(Please click See Guidelines to Upload Clinical Document to see submission guidelines.)

RadMD.com
Subsequent Exam Request

Is this a request for?

Subsequent request created successfully!! Subsequent Authid: 19111CNH1119C
Subsequent Request Process Complete.
This request requires additional review. Please upload clinical information to support this request.

Submitting daily notes only may result in a delay of authorization.
[See Guidelines to Upload Clinical Document](#)

8. Upload applicable documents

If you have just one document for upload: Click the attestation box that confirms all relevant clinical information is being provided. Next, click *Browse* and locate the file on your computer.

If you have more than one document for upload: Upload the first document by clicking *Browse* and locating the file, then click *Upload Another Document*.

When you are uploading the final document, click the attestation box, then click *Browse* and locate the document for upload.

When you have finished uploading the clinical documents, click *Back to Request Details*. The request status will show *In Review*.

Upload Additional Clinical Information

The document you upload will be attached to the request and become part of the patient's medical record.

Request Information

Name: AHMAD WADE
Date of Birth: 9/27/2009
Exam: Therapy-PT
Status: In Review
Request Date: 07/07/2023 10:26 AM
Referring Prov: Billy Jones
Rendering Prov: MEMORIAL HOME HEALTH AND HOSPICE

Upload a clinical document with the file dialog or by dragging and dropping a file onto the dashed region

Allowed file types: DOC, DOCX, PDF, JPEG, TIFF, GIF, PNG, TXT

[Browse for file](#)

RadMD.com

Upload Additional Clinical Information

You have successfully uploaded the following file to National Imaging Associates:

Test Upload .docx

[Back to Request Details](#) [Upload Another Document](#)

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.