

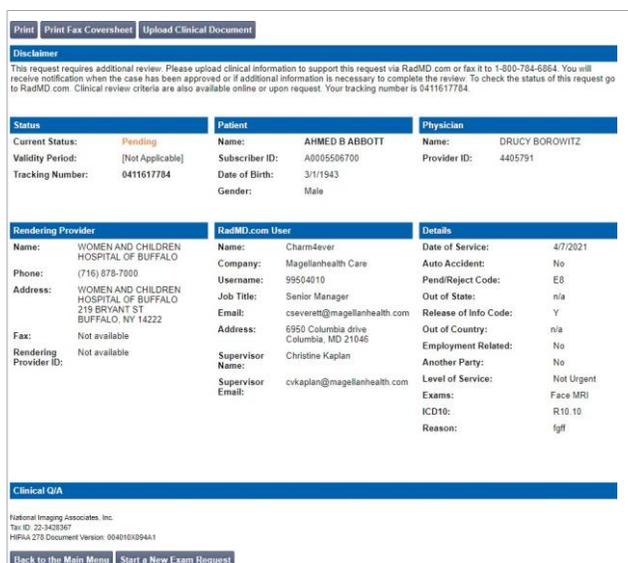
New and Improved RadMD Upload Module

RadMD makes things easy for you

Evolent is excited to introduce a new and improved upload module on RadMD. Uploading clinical documentation on RadMD expedites your prior authorization request since the information is automatically attached to the case and forwarded to our clinicians for review. The following is a step-by-step guide that will help RadMD users navigate through this easy-to-use module.

UPLOAD AFTER COMPLETING AN AUTH REQUEST

When a request is completed and additional clinical information is needed to make a determination, a RadMD user will have the opportunity to use the document upload capability. Figure 1 shows the RadMD page at the end of the request process with the *Upload Clinical Document* button.



The screenshot shows a web interface with a navigation bar at the top containing 'Print', 'Print Fax Coversheet', and 'Upload Clinical Document'. Below this is a 'Disclaimer' section. The main content area is divided into three columns: 'Status', 'Patient', and 'Physician'. The 'Status' column shows 'Current Status: Pending', 'Validity Period: [Not Applicable]', and 'Tracking Number: 0411617784'. The 'Patient' column shows 'Name: AHMED B ABBOTT', 'Subscriber ID: A0005506700', 'Date of Birth: 3/1/1943', and 'Gender: Male'. The 'Physician' column shows 'Name: DRUCY BOROWITZ' and 'Provider ID: 4405751'. Below these columns are sections for 'Rendering Provider' and 'RadMD.com User'. The 'Rendering Provider' section lists 'WOMEN AND CHILDREN HOSPITAL OF BUFFALO' with contact information. The 'RadMD.com User' section lists 'CharmMeyer' with contact information. A 'Details' section on the right lists various service and insurance codes. At the bottom, there is a 'Clinical Q/A' section and a footer with contact information and navigation links.

Figure 1 - RadMD Confirmation Page with Upload Clinical Document Button

Selecting the *Upload Clinical Document* button will take the user to the document upload page shown in Figure 2.



The screenshot shows the 'Upload Additional Clinical Information' screen. It features a title bar, a disclaimer, and a 'Request Information' section. The 'Request Information' section includes fields for 'Name: ALBA EATON', 'Date of Birth: 11/24/1994', 'Exam: Abdomen CT', 'Status: In Review', 'Request Date: 03/29/2021 05:20 PM', 'Referring Prov: SMITHA SONNI', and 'Rendering Prov: ALOHA CARDIOLOGY LLC'. To the right of these fields is a dashed box containing the instruction 'Upload a clinical document with the file dialog or by dragging and dropping images onto the dashed region' and a list of allowed file types: '.DOC .DOCX .PDF .JPEG .TIFF .GIF .PNG .TXT'. A 'Browse for file' button is located below the dashed box.

Figure 2 - Clinical Document Upload Screen

On this screen, the user can either browse to find a file or drag and drop a file into the dashed box, and then upload the document. If the upload is successful, the page shown below will appear.



The screenshot shows the 'Upload Additional Clinical Information' screen after a successful upload. The 'Request Information' section now shows 'Name: AHMED B ABBOTT', 'Date of Birth: 3/1/1943', 'Exam: Arm MRI (left)', 'Status: In Review', 'Request Date: 03/30/2021 06:27 AM', 'Referring Prov: DREW ANDERSON', and 'Rendering Prov: WOMEN AND CHILDREN HOSPITAL OF BUFFALO'. The dashed box now contains the message 'Upload Successful: Test Medical Record.docx'. A green banner at the bottom of the dashed box states 'I attest that ALL relevant clinical documents have been uploaded'.

At this point, the user can repeat the process and upload additional documents or return to viewing the details of the auth. Another great feature of the new upload module is that there is no limit to how many documents can be uploaded at one time.

After a document is uploaded, the system will notify the Evolent clinical review team and the information provided via the document will be taken into account when making a determination on the auth request.

<p>Request</p> <ul style="list-style-type: none"> Request an exam or specialty procedure (including Cardiac, Ultrasound, Sleep Assessment) Request Physical Medicine Initiate a Subsequent Request Request a Radiation Treatment Plan Request Pain Management or Minimally Invasive Procedure Request Spine Surgery or Orthopedic Surgery 	<p>Search</p> <ul style="list-style-type: none"> View Request Status Search by Tracking Number View All Online Requests View Customer Service Calls
<p>Admin</p> <ul style="list-style-type: none"> Shared Access Clinical Guidelines Edit your Personal Information Change your Password 116 days until your password expires. View the Online User Agreement Health Plan Specific Educational Docs 	<p>Account Information</p> <p>Tip Of The Day: Referring Physician's Office users can only see the status of authorizations that they personally initiated online.</p> <p>Quick Links: Hours of Operation Authorization Call Center Phone Numbers</p> <p>Please take the 2020 Ordering Provider Satisfaction Survey here: Ordering Provider Satisfaction Survey</p> <p>Not Topics: National Imaging Associates, Inc. (NIA) will require providers to identify an "Ordering/Treating provider" and "Rendering Facility/Clinic" when submitting a prior authorization request, for all members with Aetna through www.RadMD.com or through our Call Center (866) 842-1542. Please review additional details on this process by visiting the Aetna webpage on RadMD.</p> <p>Login As Username: <input type="text"/> <input type="button" value="Login"/></p>

Figure 3 - RadMD Main Menu

- Files that can be uploaded include:
 - Microsoft Word documents (.docx)
 - Image files (.gif, .png, .jpg, .tif and .tiff)
 - Adobe Acrobat files (.pdf)
 - Text documents (.txt)
- Files must be less than 100 MB in size

RadMD users can also get detailed status of their auth requests and e-mails from Evolent acknowledging the receipt of faxes and documents.

On the auth status page, the user will have to select an auth to see its status and to be able to upload documents. (See Figure 4 below.)

Request Verification

View all of my own online requests

Member Name	Member ID	Request ID	Tracking Number	Request Date
Last Name: <input type="text"/>	Member ID: <input type="text"/>	Request ID: <input type="text"/>	Tracking Number: <input type="text"/>	Start: <input type="text"/>
First Name: <input type="text"/>	Member ID Search: <input type="text"/>	Request Search: <input type="text"/>	Tracking Search: <input type="text"/>	End: <input type="text"/>
Name Search: <input type="text"/>	Date Search: <input type="text"/>			

Your search returned 6 requests

Member Name	Member ID	Service	Tracking	Request ID	Req Date	Status
0000738907	74150	Abdomen CT	05410112719	2108H001	3/29/2021	IN REVIEW
R00002061020200	74150	Abdomen CT	05410112717	2108H001	3/22/2021	WITHDRAWN
R00002061020200	74178	Abdomen CT	05410112717	2108H002	3/22/2021	WITHDRAWN
77827447002	27447	Total Knee Arthroplasty (TKA) (left)	05101341	186DKM	1/29/2021	APPROVED
77827447002	27447	Total Knee Arthroplasty (TKA) (left)	05101337	186DKM	1/29/2021	APPROVED
R00005862030000	27447	Total Knee Arthroplasty (TKA) (left)	05412587	2108H001	1/25/2021	IN REVIEW

Figure 4 - Select an Auth to See Its Status

The *Upload Clinical Document* will be available from the auth status page. (See Figure 5 below.)

Exam Request Verification: Detail

Print Fax Coversheet | **Upload Clinical Document** | Withdraw Request

Download Request Packet | Download Request Packet as PDFs

Member	Referring Physician	Rendering Provider
Name: <input type="text"/>	Name: SMITHA SONNI	Name: <input type="text"/>
Gender: <input type="text"/>	Address: 221 MAHALANI ST WAILUKU, HI 96793	Address: <input type="text"/>
Date of Birth: <input type="text"/>	Phone: (434) 825-5624	Phone: <input type="text"/>
Member ID: <input type="text"/>	Tax ID: 455162377	Tax ID: <input type="text"/>
Health Plan: <input type="text"/>	UPIN: <input type="text"/>	Specialty: Radiology
		Update...

Case	Radiology
Case Description: Abdomen CT	Request ID: 2108BH001
Request Date: 03/29/2021 05:20 PM	Tracking: 05410112719
Entry Method: RadMD	Status: In Review
ICD10: F45.41 Update ICD10	Validity Dates: [Not Applicable]
	Contact Name: Jessica Altamirano (Referring Provider)
Initial Determination Date: NOT COMPLETED	Date of Service: Not Available
Final Determination Date: NOT COMPLETED	Expedited: No
	CPT4: 74150 Billable Codes
	Clinical Rcvd: 3/29/2021 - Clinical information received via fax or upload

Figure 5 - Auth Status Page

Clicking *Upload Clinical Document* will take the user to the Document Upload page.

FOR HELP...

Email 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.-midnight PST.