

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:

2. Identify the physician

- Enter physician search criteria
- Click *Search*



Physician Information

First Name:

Last Name:

Physician NPI:

Phone:

3. Identify the Procedure

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

Procedure Type To Be Performed
Procedure Type:

Please select the procedure that will be performed on this patient:

All Available Procedures:
Lumbar/Sacral Transforaminal Epidural
Cervical/Thoracic Facet Joint Block
Lumbar/Sacral Facet Joint Block
Cervical/Thoracic Facet Joint Radiofrequency Neurolysis
Lumbar/Sacral Facet Joint Radiofrequency Neurolysis
CPT4 / Keyword Lookup

Currently Chosen Procedure:

If the desired pain procedure is not present, it means that NIA does not manage that procedure for this patient. If you have additional questions, please log out and call the NIA call center.
Click here for the NIA Call Center Telephone Numbers

4. Identify the place of service

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

Provider Location

Search by Name:

Search by City:

Search by Zip:

5. Reason for the procedure(s)

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

*ICD-10 Code: [ICD-10 Code Help](#)

* Please provide the reason for this procedure:

* Is the cause of the illness/injury related to a Motor Vehicle Accident?

* Is Another Party Financially Responsible for the patient's illness/injury?

* Is the cause of the illness/injury related to the Patient's Employment?

* Date of Service

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

Pain Management Request: Clinical Q/A

Is this a request for a facet joint block/injection?

Yes
 No

Q/A History:

The member is 18 years of age or older.

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.