



AmeriHealth Caritas[™]
District of Columbia

To: AmeriHealth Caritas DC Providers

Date: March 5, 2024

Subject: Scheduled RadMD Outage

Dear Provider:

All Evolent (formerly known as NIA) systems, including the RadMD portal, will be inaccessible the weekend of March 8 due to a scheduled system migration. The planned outage is scheduled to occur from 3pm EST on Friday, March 8 through 7am EST on Monday, March 11. All systems are expected to be fully functional by the morning of Monday, March 11.

Please see below for more information on how this will impact you:

- **Planning ahead.** To the extent possible, please plan accordingly and submit authorizations earlier in the week. Once the RadMD portal is back up again on Monday, March 11, you may resume submitting requests as you normally would.
- **Checking authorization status.** During the outage, you will be unable to check the status of an existing authorization in the RadMD portal, and Evolent will be unable to provide existing authorization status over the phone. If you need to check an authorization status, please do so ahead of system downtime or check back on Monday, March 11.
- **Submitting authorization requests during the outage.** In the event you have a request for an urgent authorization, or an authorization that otherwise needs to be submitted prior to Monday, you may initiate a manual authorization. To initiate a manual authorization during this time, please contact Evolent during normal business hours on Friday, March 8 or between the hours of 10am-1pm EST on Saturday, March 9 and Sunday, March 10. Please see here for a list of all toll-free numbers: <https://go.evolent.com/call-center-phone-numbers>
- **Submitting appeal requests during the outage.** In the event you have a request for an appeal that is urgent or cannot wait until systems have been restored on Monday, please contact the toll-free number linked above during normal business hours on Friday, March 8 or between the hours of 10am-1pm EST on Saturday, March 9 and Sunday, March 10, to be transferred to Evolent's appeals team. During the outage, Evolent will be unable to fully process any appeals, however, they will intake the information for full processing after systems are back up on Monday, March 11.

Please contact RadMDsupport@evolent.com if you have any questions or need further assistance.

Sincerely,
AmeriHealth Caritas District of Columbia