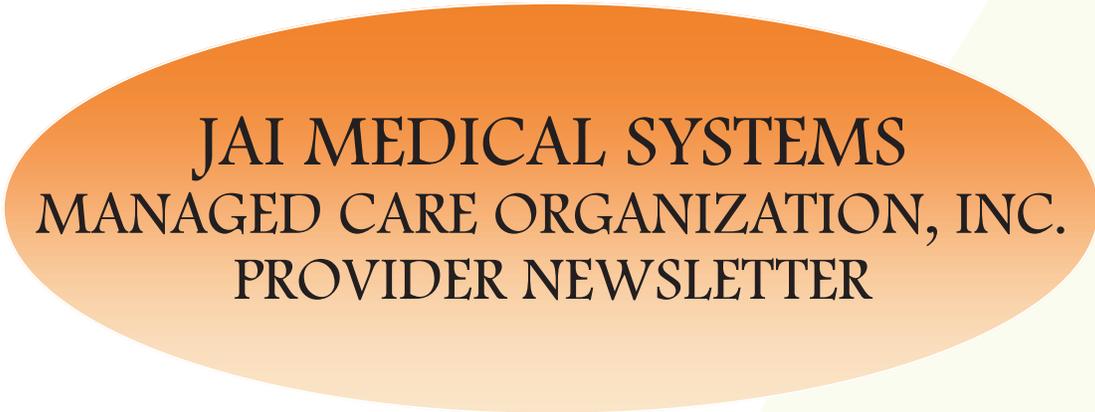


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A Message from the Director of Provider Relations

We hope that all providers are having a wonderful summer. Our goal is to ensure high satisfaction and effective communication with our providers. Please remember that Jai Medical Systems' staff can be reached in the office Monday-Friday from 9AM-6PM. Please call 1-888-JAI-1999 to reach the Customer Service, Provider Relations, Quality Assurance, Systems Management and Utilization & Case Management Departments. We have enclosed Provider Tips, the Member Newsletter, and Member Rights & Responsibilities for your reference.

Best wishes,

Kristin Yursha
Director of Provider Relations

Provider and Member Satisfaction Survey Results

Provider Survey Results

In December 2013, providers were requested to complete the Jai Medical Systems' Internal Provider Satisfaction survey. Survey results indicate that Jai Medical Systems received an overall performance rating of "excellent" or "good" from 96% of the providers who completed the survey. Further 96% of providers surveyed reported that they would recommend participation with Jai Medical Systems. Areas for improvement identified through the survey include increasing the number of weight management classes offered for children. We greatly appreciate the feedback and will make every effort to address any concerns identified by our provider surveys. If you have any suggestions to help us improve services that we offer, please contact the Provider Relations Department at 1-888-JAI-1999.

Member Survey Results

The 2013 Internal Member Satisfaction surveys were distributed to both HealthChoice and Primary Adult Care (PAC) members with the 2013 Fall member newsletter. Surveys were collected and analyzed at the end of 2013 and resulted in an overall satisfaction rating of 86% from our HealthChoice members and 84% from our PAC members. Areas identified for improvement include *Amount of Time Spent Waiting to See the Doctor* and the *Ability to Easily Obtain a Referral to a Specialist and Make an Appointment with a Specialist*. The areas that our members ranked us highly in were *Willingness of Doctor to Explain Medical Problems and Treatment*, *Doctor's Explanation of Prescription Medications*, and *Doctor's Attention Given to What You Had to Say*.

CAHPS®

Annually, Jai Medical Systems' HealthChoice members have the opportunity to complete a national satisfaction survey called the Consumer Assessment of Healthcare Providers and Systems (CAHPS®). The vendor who collects and reports the results for the CAHPS® survey also sends our PAC members and our participating providers a survey to rate us against other Managed Care Organizations (MCOs) that is similar to the CAHPS® survey. The member satisfaction survey results are compared against other MCOs throughout the state and nation. The 2013 CAHPS® survey ranks *How Well Doctor Communicates* as our highest performing area for our adult HealthChoice members. Our rankings for *How Well Doctor Communicates*, *Customer Service*, and *Getting Care Quickly* are at or above 92% for children. The PAC survey results showed our highest performing area is *How Well Primary Care Provider Communicates*.

The results from the 2013 CAHPS® provider survey once again rank Jai Medical Systems significantly higher than all other HealthChoice MCOs in every category, including *Financial Issues*, *Customer Service/Provider Relations*, *Utilization Management*, and *Overall Satisfaction*. Our providers' overall satisfaction rating is 87%. The 2014 CAHPS® surveys were distributed to members and providers in the Spring of 2014 and final results will be available at the end of 2014. Thank you for your positive feedback and for your service to our members!

**JAI MEDICAL SYSTEMS
UPDATES & REMINDERS:**

- ◇ Please visit www.jaimedicalsystems.com/providers/pharmacy/ for our most current formulary as well as all formulary updates and changes.
- ◇ Participating providers are encouraged to utilize our Provider Portal to inquire about member eligibility, claim status, appeal status, and much more! To begin using our Provider Portal, please visit: www.jaimedicalsystems.com.
- ◇ It's against the law to commit fraud and abuse. You can report fraud and abuse without fear of reprisal. To report or find more information on Fraud and Abuse, please call the Fraud and Abuse Compliance Officer at 1-888-JAI-1999 or visit www.jaimedicalsystems.com/members/report-fraud-abuse/.

**New Provider:
Patient First**

Jai Medical Systems is excited to announce that as of June 1, 2014, all Maryland Patient First locations have joined our provider network for Urgent Care services. Please visit Patient First's website for a full list of locations and office hours at www.patientfirst.com.

Connect to Quit Corner



Having the right advice-giver is often as important as having the right advice! As a healthcare provider, your words matter. Your patients trust you. Advise tobacco-using patients to quite with respect and caring. They'll listen.

Connect tobacco-using patients directly to the Maryland Quitline using MDQuit's Fax Referral program. *It's free. It's effective. It's simple.* Visit <http://mdquit.org/fax-to-assist> to get started!

Online Services

There are many online services available for our members and providers. Some of the information available on our general website and provider portal is listed below. If you prefer, all of this information is also available in print and by telephone. You may request this information by calling Jai Medical Systems at 1-888-JAI-1999.

<i>Look on our website for additional information about our:</i>	<i>Provider Portal</i>	<i>General Website</i>
Clinical Guidelines	★	
Utilization Management Decision Process	★	★
Pharmaceutical Management Formulary	★	★
Disease Management Programs		★
Quality Assurance Programs	★	
Member Rights and Responsibilities		★
Co-Payment Information		★
Web-Based Physician Directory	★	★
Web-Based Hospital Directory	★	★

Claims Appeal Instructions

Jai Medical Systems would like to remind providers that are not satisfied with the adjudication of a claim that they have the ability to appeal the determination. Providers have one hundred and eighty (180) calendar days to submit a first level appeal from the date of Explanation of Payment (EOP) for the claim in question. Providers have 30 calendar days to submit a second level appeal from the date of the first level appeal's determination letter. Providers have 85 business days to submit a third level appeal from the date that the first level appeal was received. *If a provider is submitting a third level medical record review appeal, they must attach the second level appeal determination letter and all applicable medical records.* We encourage all providers to review the appeals requirements information outlined below and to contact the Provider Relations Department with any questions or concerns at 1-888-JAI-1999.

Please note, any appeals received that do not meet the requirements outlined below may be returned to the submitting party and may not be reviewed. All claims appeals submitted to Jai Medical Systems must include the following information:

- ⇒ Cover letter explaining the reason for the appeal including the name and date of birth of the patient, claim number being appealed, date of service of the claim, and contact phone number and return mail address where the determination letter should be mailed.
- ⇒ Copy of the claim being appealed and/or copy of the EOP; and
- ⇒ Supporting relevant documentation.

All appeals for Medical Record Review should be addressed and mailed to:

Jai Medical Systems
Attn: Medical Record Review
P.O. Box 39659
Baltimore, MD 21212

All other appeals should be addressed and mailed to:

Jai Medical Systems
Attn: Appeals Department
5010 York Road
Baltimore, MD, 21212