

Jai Medical Systems Managed Care Organization, Inc.

Provider Newsletter

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JAI MEDICAL SYSTEMS

301 International Circle
Hunt Valley, MD 21030

Phone: 1-888-JAI-1999

Hours of Operation:
Monday through Friday
9AM-6PM



Jai Medical Systems Earns NCQA Accreditation Status of **Excellent**, Rated **#1 Medicaid MCO** in Maryland.

We are proud to announce that the National Committee for Quality Assurance (NCQA) has awarded an accreditation status of Excellent to Jai Medical Systems for service and clinical quality that meets NCQA's rigorous requirements for consumer protection and quality improvement. NCQA Health Plan Accreditation surveys include rigorous on-site and off-site evaluations of over 60 standards and selected HEDIS® measures. A team of physicians and health plan experts conducts accreditation surveys. A national oversight committee of physicians analyzes the team's findings and assigns an accreditation level based on the performance of each plan being evaluated according to NCQA's standards.

We would like to thank all of our providers for their loyalty and support. Based on our collective efforts, Jai Medical Systems is one of the highest-rated Medicaid health insurance plans in the nation, receiving a rating of 4.5 out of 5 in NCQA's Medicaid Health Insurance Plan Ratings 2015-2016, and is the top-rated Medicaid HMO/MCO in Maryland.

NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA is committed to providing health care quality information for consumers, purchasers, health care providers, and researchers.

24 Hour Nurse Advice Line

Please be sure to let all your patients know about the Jai Medical Systems 24 Hour Nurse Advice Line. By calling our 24 Hour Nurse Advice Line, members can be assisted with information regarding their health, wellness, or preventive care.

Our 24 Hour Nurse Advice Line provides members with 24 hour telephone access to Registered Nurses. Please encourage our members to begin using this important service.

1-844-259-8613

Medicaid Eligibility Crisis

During the months of September and October 2015, over 100,000 people will need to renew their Medicaid benefits on-line at www.marylandhealthconnection.gov.

We need your help! Please let your patients know that they should make sure that they renew their Medicaid eligibility before it runs out. If you have any questions or if your patients have any questions, please contact our Customer Service Department at 1-888-JAI-1999.

ICD-10 Update

The Centers for Medicare & Medicaid Services (CMS) has mandated that covered entities begin using ICD-10 diagnosis codes. Please note the following important key factors pertaining to ICD-10 codes.

- ◇ All providers must submit claims with ICD-10 codes for dates of service beginning October 1, 2015.
- ◇ All providers should submit claims with ICD-9 codes for dates of service prior to October 1, 2015, even if the claim is submitted after October 1, 2015.
- ◇ Please ensure that you bill with the appropriate ICD indicator when billing in both field 66 on the UB-04 form and in field 21 on the CMS-1500 form. This is a single character code of 9 or 0.

More information about ICD 10 diagnosis codes and answers to frequently asked questions can be found on our website at www.jaimedicalsystems.com.

Visit Us Online

There are many online services available for our members and providers. Many of the resources listed in this chart are available at www.jaimedicalsystems.com.

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.

Look on our website for additional information about our:	Provider Portal	General Website
Clinical Guidelines		★
Utilization Management Decision Process	★	★
Pharmaceutical Management		★
Formulary (including updates and notices)		★
Quality Assurance Programs	★	★
Fraud and Abuse Detection Program		★
Disease Management Programs		★
Member Rights and Responsibilities		★
Co-Payment Information		★
Web-Based Physician Directory	★	★
Web-Based Hospital Directory	★	★

HEDIS® 2015 Results

HEDIS® is a set of standardized performance measures sponsored, supported, and maintained by the National Committee for Quality Assurance (NCQA). The performance measures in HEDIS® are related to many significant public health issues such as cancer, heart disease, asthma, diabetes, and timely immunizations. HEDIS® evaluates the quality of care received by our members utilizing administrative data obtained through the ICD diagnostic codes and CPT codes that are submitted when medical services are billed. When necessary, this data is supplemented by medical record reviews to obtain information regarding services that may not have been reported.

The HEDIS® 2015 results are in! Jai Medical Systems scored exceptionally well in CY 2014. Thanks to the hard work of our participating providers, Jai Medical Systems exceeded both state and national standards in lead screening, breast cancer screening, cervical cancer screenings in women 21-64 years old, chlamydia screening, prenatal and postpartum care, controlling blood pressure, diabetic care, and medication management. We also scored the highest score in the State of Maryland for childhood and adolescent immunizations, well child visits for both ages 3-6 years and adolescents, HPV immunizations, medication management for asthma, appropriate treatment for children with upper respiratory infections, spirometry testing for members with COPD, and call answer timeliness!

We greatly appreciate your efforts in ensuring that our members continue to receive the highest quality care. Your commitment and dedication to serving the healthcare needs of Jai Medical Systems' members is commendable and we appreciate all that you do. In CY 2015, Jai Medical Systems continues to focus on HEDIS® measures related to the treatment of asthma and hypertension by ensuring that qualified members are offered the opportunity to enroll in our Disease Management Programs. Please contact the Provider Relations Department at 1-888-JAI-1999 with any questions or concerns you may have regarding HEDIS®.

Jai Medical Systems Updates & Reminders:

◆ Provider Portal:

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

◆ Health Risk Assessment:

Please encourage members to utilize our new online wellness portal, located at www.jmslifelife.com. Our wellness portal features wellness tips, health education videos, and a health assessment that members can complete.

◆ Pharmacy Update:

Please visit www.jaimedicalsystems.com/providers/pharmacy/ for our most current formulary as well as all formulary updates and changes.

◆ New Providers:

Liberator Medical Supply, Inc.

DME specializing in mastectomy supplies

Genesis Administrative Services, LLC

Skilled Nursing Facilities

