

Jai Medical Systems Managed Care Organization, Inc.

Provider Newsletter

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Show Your Pride

Did you know that Jai Medical Systems Managed Care Organization is the Highest Rated Managed Care Organization in Maryland for quality? It's true!

In fact, Jai Medical Systems is rated as one of the top 10 Medicaid Health Plans in the nation, according to NCQA. Our success is in large part due to the contributions from each one of our participating providers. We are very proud to have you in our network and we want to make sure that you show your pride in your affiliation with Jai Medical Systems. *Here's how you can show your pride each and everyday:*

1. Proudly display your Jai Medical Systems' Participating Provider window cling or sticker for all of your patients to see!
2. Ensure that Jai Medical Systems is listed as an accepted form of insurance on all promotional materials, including online and print.
3. Ensure that all providers and staff are aware of participation status with Jai Medical Systems at all times.

Member Eligibility Alert

Last year, more than 100,000 Medicaid recipients lost their Health Insurance benefits. Please let your patients know that they should renew their Medicaid eligibility before their eligibility end date. To renew Medicaid eligibility, please instruct your patients to reapply online at

www.marylandhealthconnection.gov.

If your patient requires assistance applying or lacks access to a computer, please contact our Customer Service Department at 1-888-JAI-1999. Our Customer Service Department can link Medicaid recipients, who need assistance reapplying, with Certified Application Counselors and Navigators who can help them renew their coverage.

We appreciate your assistance and support with ensuring that our members maintain their health insurance benefits.

Visit Us Online

Over the past several years, Jai Medical Systems has greatly improved its online presence. We have recently launched a Facebook page and our webpage has been updated to include more useful information for both our members and providers. We are also updating our *provider portal* to make it more useful. Please see the chart below for a list of information and resources that are available online via our website and provider portal.

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	★	★

Jai Medical Systems

301 International Circle
Hunt Valley, MD 21030
Phone: 1-888-JAI-1999

Hours of Operation:
Monday through Friday
9am to 6pm

Nurse Advice Line:
1-844-259-8613



Jai Medical Systems Important Updates & Reminders:

◆ Provider Portal:

Participating providers are encouraged to utilize our Provider Portal to inquire about claim status, appeal status, and much more! For more information about using our Provider Portal, please visit our website at www.jaimedicalsystems.com.

◆ Health Risk Assessment:

Please encourage members to utilize our online wellness portal, located at www.jmslifelife.com. Our wellness portal features wellness tips, health education videos, and a self-directed health assessment.

◆ Pharmacy Update:

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

◆ 24 Hour Nurse Advice Line:

Please inform members about our 24 Hour Nurse Advice Line. To access our 24 Hour Nurse Advice Line, members should call 1-844-259-8613.

Referral Quick Tips

To ensure that claims are processed quickly and accurately and to avoid claim denials, please make sure to follow these simple guidelines regarding referrals:

Primary Care Providers

- Please ensure that all referrals are written legibly and completely filled out.
- Please make sure that the information written is transferred legibly to any carbon copies.
- Please ensure that the member's information is correct and all provider information is filled out in its entirety.
- Once the referral has been completed, please fax to Jai Medical Systems at 1-866-381-7200. A copy of the referral must also be provided to the referred provider.

Specialists

- Verify that a valid referral was obtained prior to rendering non-emergent services.
- Verify that the referral is valid for the type of service requested.
- Verify that the service and/or procedure requested is a covered benefit.
- Ensure that the referral you have received has been completed appropriately by the PCP.
- Confirm that the referral was issued by the member's current PCP or covering PCP in that group, if applicable.
- When submitting a claim, attach a copy of the referral with the claim to ensure that the claim is processed appropriately.

Services & Procedures Requiring Prior Authorization

Jai Medical Systems requires prior authorization for specific services and procedures. All requests must receive Primary Care Provider (PCP) approval before being submitted to our Utilization Management Department. For a list of services and procedures that require prior authorization, please visit www.jaimedicalsystems.com.

If you do not see the service or procedure listed online for which you are seeking approval, or if you are unsure if a service or procedure requires prior authorization, please contact our Utilization Management Department at 1-888-JAI-1999.

Please note, a referral from a PCP is not sufficient authorization for services or procedures that require prior authorizations. To avoid unnecessary delays or denials of payment, please submit prior authorizations requests at least seven (7) days before the scheduled date for the procedure. Only written authorizations issued by the Jai Medical Systems Utilization Management Department are valid for services and/or procedures requiring prior authorization.

Provider Fee Update

Effective May 1, 2016, Jai Medical Systems has updated its fee schedule in accordance with State of Maryland and federal guidelines. The fee schedule changes are restricted to Evaluation and Management CPT procedure codes. For more information concerning this fee schedule update, please visit us online at www.jaimedicalsystems.com.

If you have any questions or concerns regarding this matter, please feel free to contact our Provider Relations Department at 1-888-JAI-1999.