

Jai Medical Systems Managed Care Organization, Inc.

Provider Newsletter

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VOLUME LVII

FALL 2016

Jai Medical Systems is one of the Top-Rated Medicaid Health Plans in America 1

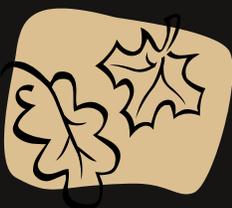
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JAI MEDICAL
SYSTEMS

301 International Circle
Hunt Valley, MD 21030

Phone: 1-888-JAI-1999

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

Jai Medical Systems is one of the Top-Rated Medicaid Health Plans in America

I am very proud to announce that Jai Medical Systems is the **Highest Rated Medicaid Managed Care Organization (MCO) in Maryland** and one of the **Top-Rated Medicaid Health Plans in the United States**, having earned a rating of 5 out of 5 in the *National Committee of Quality Assurance (NCQA) Medicaid Health Insurance Plan Ratings 2016-2017*.

In addition, for the second year in a row, Jai Medical Systems has also earned NCQA's **highest Accreditation status of Excellent**. Jai Medical Systems is currently the *only* MCO in Maryland with an Accreditation status of *Excellent*. NCQA's *Excellent* Accreditation status is reserved for the best health plans in the nation. It is only awarded to those plans that meet or exceed NCQA's rigorous requirements for consumer protection and quality improvement and deliver excellent clinical care.

We would like to thank all of our providers for their loyalty and support. We are very proud to have earned this distinction. Ensuring our members receive high quality health care is our primary focus. While we are pleased with our rating, ultimately taking care of people is what matters most to our company. That is why we are continually evaluating and evolving our systems and population management strategies to ensure they are efficient, effective, and scalable. By working closely with our business partners, vendors, and especially providers, we are able to collectively focus and achieve clinical objectives, while ultimately improving clinical outcomes and long term health status.

The National Committee for Quality Assurance (NCQA) is a private, non-profit organization dedicated to improving healthcare quality. NCQA accredits and certifies a wide range of health care organizations and recognizes clinicians in key clinical areas. NCQA's HEDIS is the most widely used performance tool in health care. NCQA's website (www.ncqa.org) contains information to help consumers, employers and other make informed health care choices.

Once again, thank you for being a participating provider with Jai Medical Systems.

Sincerely,
Jai Seunarine
Jai Seunarine
Chief Executive Officer

Provider Fee Schedule Update Effective October 1, 2016

Effective October 1, 2016, the State of Maryland will implement a new fee schedule for Medicaid Evaluation and Management CPT procedure codes. In compliance with Maryland Medicaid rules and regulations, Jai Medical Systems will reimburse providers for designated Evaluation and Management CPT procedure codes based on these new Medicaid rates.

Participating providers will receive 101% of the new Maryland Medicaid rate for the Evaluation and Management CPT procedure codes for all dates of service occurring on or after October 1, 2016.

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

Electronic Claims Submission

Jai Medical Systems Updates & Reminders:

◆ Provider Portal

We are excited to announce that our Provider portal has been updated and is now more user friendly!

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

◆ Pharmacy Update:

Please visit

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

◆ 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.

◆ 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.

Jai Medical Systems encourages providers to submit claims electronically. Benefits of electronic claim submission include:

- ◆ Faster Claims Payment
- ◆ Faster Claims Adjudication
- ◆ Elimination of Postage Costs
- ◆ Receipt of Electronic Remittance Advice
- ◆ Real Time Error Reporting

To submit claims electronically, please register by :

- 1) Visiting ClaimsNet website at www.claimsnet.com/jai
- 2) Click on "Register"
- 3) Follow the step by step instructions to complete the registration process

Prior to submitting your electronic claims, please fax the authorization/referral to Attn: Referrals, Fax Number 1-866-381-7200.

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 these resources are also available in print and by telephone. You may request these printed materials 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® 2016 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® 2016 results are in! Jai Medical Systems scored exceptionally well in CY 2015. Thanks to the hard work of our participating providers, Jai Medical Systems scored the highest score in the state of Maryland in childhood immunizations, HPV vaccinations in adolescents, adults with bronchitis, well-child 3 to 6, well-child adolescent, lead screening in children, asthma medication management, spirometry testing, postpartum care, low back pain, monitoring on persistent medications and call answer timeliness. We also exceeded the National HEDIS mean scores of 2015 in almost all of the measures.

In CY 2016, 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 and our Health Education Programs. In CY 2017, we will begin to offer a Prevention Program for patients at risk of developing type 2 diabetes. 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. Please contact the Quality Assurance Department at 1-888-JAI-1999 with any questions or concerns you may have regarding HEDIS®.