



PROVIDER NEWSLETTER

Jai Medical Systems Managed Care Organization, Inc.

Volume LVIII

Winter 2016

A Message from the Director of Provider Relations

On behalf of Jai Medical Systems, I would like to thank each of our providers for participating in our provider network and thank everyone for their dedication to our members. We wish you a safe holiday and a happy New Year!

We are excited to announce that we have added two new Urgent Care center organizations to our participating provider network. Effective January 1, 2017, Express Care and University of Maryland Urgent Care will become participating providers in the Jai Medical Systems provider network.

For a complete listing of Express Care and University of Maryland Urgent Care locations, please visit our online directory at www.jaimedicalsystems.com or call our Customer Service Department at 1-888-JAI-1999.

Best Wishes,

Kristin Yursha

Director of Provider Relations

Case Management & Disease Management Programs

Complex Case Management and Case Management programs are available for Jai Medical Systems' members, who have serious medical conditions or have complex and/or special needs. These services provide support and guidance to those members that need or would like extra assistance with their health care. Our Case Managers can also assist with care coordination. Below are some examples of medical conditions or circumstances where Case Management or Complex Case Management may be helpful:

- Individuals with Hepatitis C
- People who use the Emergency Room (ER) frequently
- People with HIV or AIDS
- Pregnant women and women who have recently had a baby
- Special Needs Children
- Individuals with Developmental Disabilities
- Individuals with Physical Disabilities
- People with behavior health issues along with medical conditions
- People with Substance Abuse problems
- People who need an Organ Transplant
- People with Asthma/COPD
- People with Cancer
- People who need dialysis or who are receiving dialysis
- People with Diabetes
- People who need special durable medical equipment

In addition, Jai Medical Systems has developed Disease Management Programs to assist your patients suffering with hypertension and asthma to help them better understand their condition, update them on new information about hypertension and asthma, and provide them with assistance from our staff to help them manage their disease. All of the programs have been designed to reinforce your treatment plan for the patient.

For more information about Case Management services, Complex Case Management services, and/or Disease Management programs offered by Jai Medical Systems, or to refer a patient of yours who is a Jai Medical Systems member, please contact our the Customer Service Department at 1-888-JAI-1999. There is also additional information available on our website: <http://www.jaimedicalsystems.com/members/case-management/>.

Beginning soon, Jai Medical Systems will be offering an online Diabetes Prevention Program to help at risk members avoid becoming diabetic. If you have any questions please call our clinical diabetes prevention nurse Case Manager at 1-888-JAI-1999.

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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



Updates & Reminders:

◇ **Provider Health Education**

To all PCPs: Please return all Provider Health Program questionnaires to the Provider Relations Department as soon as possible via fax at 410-433-4615, Attn: Provider Relations

◇ **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

◇ **Pharmacy Update:**

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

◇ **Fraud and Abuse:**

It is 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

◇ **24 Hour Nurse Advice Line:**

Please inform members about our 24 Hour Nurse Advice Line, where 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, phone number 1-844-259-8613.

◇ **Health Risk Assessment:**

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

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	★	★

Provider Credentialing & Contact Information

In order to join and maintain participation status with the Jai Medical Systems network, each provider must comply with our Credentialing and Recredentialing requirements. We kindly request that all providers provide us with the most up-to-date information about their organization. This information will ensure that we provide the most accurate information to our members and providers, and to ensure appropriate claims payment.

If at any point in time, you find inaccurate information represented in print or on our online directory, please let us know by completing a Provider Data Exchange Form. This form can be found on our website at www.jaimedicalsystems.com. Once completed, please either email or mail this form to the Provider Relations Department at Jai Medical Systems, Attn: Provider Relations, 301 International Circle, Hunt Valley, MD 21030, or fax this form to 410-433-4615, Attn: Provider Relations.

We need your email address. The Provider Relations Department would like to strongly encourage all participating providers to send us their email address. By sending us your email address, you will be able to receive important information about Jai Medical Systems and our members. To register for email alerts, please send an e-mail to providerrelations@jaimedical.com with your current email and please include your name, title, organization name, phone, and fax number along with it.

Please also ensure that all staff in your office are aware of their participation status with Jai Medical Systems. We do not want patients turned away because of a miscommunication! Please feel free to call the Provider Relations Department at 1-888-JAI-1999 with any questions that you have.

Free Health Education Classes



Did you know that Jai Medical Systems offers free Health Education classes? The Health Education classes are held on Saturdays at 5234 York Road, Baltimore, MD 21212. The various Health Education classes include, but are not limited to:

- ◇ Weight Management (Adult & Pediatric)
 - ◇ Diabetes Education
- ◇ Asthma Education (Adult & Pediatric)
 - ◇ Smoking Cessation
 - ◇ Hypertension Education

Please note that Jai Medical Systems offers free transportation to and from health education classes. For more information or to schedule an appointment contact our Customer Service Department at 1-888-JAI-1999.