

Jai Medical Systems Managed Care Organization

Provider Newsletter

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Provider Satisfaction



In order to deliver the best provider experience, it is important that we receive your feedback. Please complete the enclosed Provider Satisfaction Survey. Completed surveys may be returned by fax to 410.433.4615 or by email to providerrelations@jaimedical.com.

Contact Us

301 International Circle
Hunt Valley, MD 21030

Phone: 1.888.JAI.1999

Hours of Operation:

Monday - Friday
9am to 6pm

A Message from the Director of Provider Relations

On behalf of Jai Medical Systems, I would like to thank each of our participating providers for their service and dedication to our members. This holiday season, we are excited to share with you that we are continuing to expand our provider network in order to accommodate the growing needs of our members. In fact, we recently just added Doctor's Community Hospital, located in Lanham, MD, to our provider network.

If you know any providers who may be interested in joining our network, please have them contact our Provider Relations Department at providerrelations@jaimedical.com.

Thank you for your support. Have a Terrific Holiday and a Happy New Year!

Helena Manu
Director of Provider Relations

New Member Identification Card

We recently updated the look of our Member Identification (ID) Cards. Please see the sample image to the right. This new card will be issued *only* to newly enrolled Jai Medical Systems members as well as members who may request a replacement ID card. Members may still use the older version of our ID card. As always, our members should present their member ID cards at the time of service, and providers should confirm eligibility with Jai Medical Systems prior to rendering services.

Name: Fred Sample	Effective Date: 07/01/14	DOB: 05/14/05
Member ID#: 12345678900	PCP: Dr. Jones	
PCP's Phone: 123-456-7890	Rx BIN: 610084	Rx PCN: CLAIMNE Rx GRP: Q9016
PLEASE PRESENT THIS CARD FOR ALL SERVICES 1-888-JAI-1999		

New Claims Appeal Submission Form

Jai Medical Systems encourages providers to use our new optional *Claims Payment Appeals Submission Form* when submitting an appeal for a claim. Using our *Claims Payment Appeals Submission Form* will ensure we are able to process your appeal in the most timely and efficient manner possible. When using our *Claims Payment Appeals Submission Form*, please submit a separate form for each claim being appealed. You may download the form online at <https://www.jaimedicalsystems.com/providers/provider-billing/>.

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 appeals submitted to Jai Medical Systems must include the following information:

- Cover letter and/or a Claims Payment Appeals Submission Form,
- Copy of claim and/or EOP, and
- Supporting relevant documentation.

Case Management and 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 who 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 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 DME

In addition, Jai Medical Systems has developed Disease Management Programs to assist your patients suffering with hypertension and asthma. These programs have been designed to reinforce your treatment plan for the patient. Aspects of the programs include assisting patients with understanding their condition, updating them regarding new information about hypertension and asthma, and providing medication reminders to increase compliance.

For more information about the Case Management services and/or the 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. You may also find additional information about these programs online at www.jaimedicalsystems.com.

Updates & Reminders:

◆ Electronic Claims Submission:

To submit claims electronically, providers must register with ClaimsNet at www.claimsnet.com/jai

When applicable, prior to submitting your claims, please fax the appropriate authorization or referral to Fax Number: 1-866-381-7200.

◆ Provider Portal:

Participating providers are encouraged to utilize our Provider Portal to check member eligibility, claim status, appeal status, and much more. To begin using our Provider Portal, please visit our website at www.jaimedicalsystems.com.

◆ Prior Authorization Guidelines:

Jai Medical Systems requires a prior authorization (PA) be obtained for certain services and procedures. Prior to submission of a PA request, approval for the applicable procedure must be received from the Primary Care Provider. For a listing of procedures and services requiring a PA, please visit

www.jaimedicalsystems.com/providers/provider-resources/.

If you do not see a procedure or service listed, or would like to see if a PA may be required for a particular service or procedure, please contact our Utilization Management Department at 1-888-JAI-1999.

◆ 24 Hour Nurse Advice Line:

Please help us educate our members about our 24 Hour Nurse Advice Line. Our 24 Hour Nurse Advice Line can help assist our members with their afterhours, non-emergent, healthcare needs and questions. The phone number for our 24 Hour Nurse Advice line is 1-844-259-8613.

◆ Claims Appeal Timeframes:

Please note that providers have 180 calendar days to submit a first level appeal from the date of Explanation of Payment 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 by Jai Medical Systems.

Are you Culturally Competent?

Cultural competency is an important component of improving the quality of care delivered to our diverse member population. To learn more about cultural competency in healthcare, we encourage providers to visit our website at <https://www.jaimedicalsystems.com/providers/provider-resources/>.

Our webpage features links to resource sites that offer guides and online training focused on defining cultural needs in managed care. Some of the guides even offer providers CME/CE credits.

Health Education Classes

Did you know that Jai Medical Systems offers free Health Education classes to our members? We do!

We offer a variety of classes on topics such as diabetes, asthma, controlling hypertension, weight management, smoking cessation, men's health, and women's health.

Our health education classes are held on Thursdays at Jai Medical Center, located at 1235 East Monument Street, Baltimore, MD 21202. Transportation to our health education classes is available. For more information, please contact our Customer Service Department at 1-888-JAI-1999.