

Jai Medical Systems Managed Care Organization, Inc.

Provider Newsletter

Spring 2019

Volume LX



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E-Blast!

At Jai Medical Systems, we are continually striving to reduce our impact on the environment and improve provider satisfaction. If you would like to opt out please select the unsubscribe button at the bottom of the email.

To sign-up today, please visit our website at www.jaimedicalsystems.com.



Contact Us

301 International Circle
Hunt Valley, MD 21030

Phone: 1-888-JAI-1999

Hours of Operation:
Monday - Friday
9am-6pm

An Important Message from the Director of Provider Relations : **Register with ePREP today!**

Happy Spring! On behalf of Jai Medical Systems, I would like to thank you for being a part of our provider network and for your continued dedication to our members. As a valued provider, we want to ensure that we keep you up-to-date with important information that may be useful for you and your staff.

The most important topic that I wanted to make you aware of is the deployment of Maryland Medicaid's new electronic **Provider Revalidation and Enrollment Portal (ePREP)**. ePREP is the one-stop shop for provider enrollment, re-enrollment, revalidation, information updates and demographic changes. **According to the Maryland Department of Health, all providers submitting claims for HealthChoice members must complete registration with ePREP by July 1, 2019.** Failure to properly register with Maryland Medicaid using ePREP may result in claims denials.

To enroll or revalidate with ePREP, please visit Maryland Medicaid's Enrollment Provider Website at <https://eprep.health.maryland.gov> or contact the ePREP call center at 1.844.4MD.PROV (1.844.463.7768). If you have any questions about how to register with ePREP, please feel contact out Provider Relations Department today at 1-888-JAI-1999. We are here to help.

Lastly, if you would like a site visit from a member of our Provider Relations Team or if you have any questions, please feel free to contact me at providerrelations@jaimedical.com or 1-888-JAI-1999.

Best,

Helena Manu
Director of Provider Relations

Secret Shopper Program 2019

The State of Maryland has engaged a vendor to conduct phone call surveys to determine the accuracy of the provider directory listings of the participating providers in our network. To ensure that we are providing our members accurate information about the providers in our network, we need your help!

- Please ensure that ALL of your staff members are aware that you participate with Jai Medical Systems!** If you would like a Jai Medical Systems Participating Provider sticker, please contact our Provider Relations Department today at 1-888-JAI-1999.
- Please ensure that you keep us informed of the most up-to-date demographic information regarding you and your practice.** If there are any updates to your practice, including a change of your hours of operation, phone number, fax number, address, etc., please let us know as soon as possible! By informing us of changes as soon as they occur, we can ensure that our *printed* and *online* provider directories reflect the most accurate information about your practice.

In the near future, you will receive a Provider Demographic Verification Letter. Please review this letter carefully to ensure that the information listed is accurate. For your convenience, demographic changes may be made online at any time at www.jaimedicalsystems.com. You can also reach out to our Provider Relations Department at 1-888-JAI-1999 or via e-mail at providerrelations@jaimedical.com to report any updates.

Referrals to Specialists

Need help finding a specialist? We strongly recommend using our Online Provider Directory to find specialists who are available and conveniently located for your patients. You can search for specialists by name, location and/or specialty with our Online Directory. Our Online Provider Directory can be found at <https://www.jaimedicalsystems.com/members/find-provider/>

Value Based Purchasing Initiatives

On an annual basis, the State of Maryland Medicaid Program selects specific HEDIS® and encounter based quality indicators for its *Value Based Purchasing Initiative*. The *Value Based Purchasing Initiative* is one of the methods used by the HealthChoice program to gauge the performance of participating Managed Care Organizations. We would like to ensure that all of our participating providers are aware of the CY 2019 Value Based Purchasing Measures and Targets selected by the State of Maryland. Please review the Value Based Purchasing Measures and Targets below. On a periodic basis, we will be sending you more specific information concerning the *Value Based Purchasing Initiative* measures, including strategies for success. To learn more about Jai Medical Systems' quality initiatives, please visit www.jaimedicalsystems.com/providers/quality-assurance/.

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 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 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 after hours, non-emergent, healthcare needs and questions. The phone number for our 24 Hour Nurse Advice line is 1-844-259-8613.

◆ Online Health Education

Health Education materials are available to Jai Medical Systems members online. Members can access these materials by registering on the member portal, <https://secure.healthx.com/jaimember2016.aspx>.

For more information or to learn about our in-person classes, please contact our Customer Service Department at 1-888-JAI-1999.



MEASURES AND TARGETS CY 2019	
MEASURE	JMS GOALS
ADOLESCENT WELL CARE	73%
BREAST CANCER SCREENING	75%
CONTROLLING HIGH BLOOD PRESSURE	69%
ASTHMA MEDICATION RATIO	72%
LEAD SCREEN 12-23 MOS.	71%
SSI ADULTS	87%
CDC – HbA1c CONTROL**	64%
SSI CHILDREN	87%
WELL CHILD -- First 15 Months**	76%

**New Measure for 2019 Value Based Purchasing Initiative

After Hours Coverage & Appointments

All Primary Care Providers are required to provide after hours coverage to members during hours when the medical office is closed. Further, participating primary care providers are required to maintain compliance with appointment availability. For your review, our appointment availability requirements are below:

- ◆ Urgent care appointments should be available within 48 hours
- ◆ Routine and preventative care appointments should be available within 30 days

Visit Us Online

There are many online services and resources available for our members and providers. Many of the services and resources listed in the chart below 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:	Member Portal	General Website
Member Rights and Responsibilities		*
Notice of Privacy Practices		*
Fraud and Abuse Detection Program		*
Member Handbook	*	
Quality Assurance Programs	*	*
Disease Management Programs		*
Utilization Management Decision Process		*
Benefits and Services (Including Recent Updates)		*
Pharmacy Benefits and how to use		*
Co-Payment Information		*
Explanation of Benefits	*	
Temporary Membership Card	*	
Health Assessments		*
Self-Management Tools		*
Web-Based Physician Directory	*	*
Web-Based Hospital Directory	*	*

Electronic Claim Submission

Jai Medical Systems invites participating providers to submit electronic claims through ClaimsNet.

Registration is easy and free for providers. Electronic claims can be submitted directly through ClaimsNet as long as claims are submitted in the appropriate format and the provider has completed the registration process.

To register, please visit www.claimsnet.com/jai and select "Register."

If you have any technical problems, please contact the ClaimsNet Help Desk at helpdesk@claimsnet.com.