

Referrals

Primary Care Provider (PCP) Responsibilities

Each member's PCP is responsible for issuing referrals for care beyond the scope of the PCP's practice. Please use either the Jai Medical Systems Referral Form or the Maryland Uniform Consultation Referral Form. Please complete the form legibly. To request Jai Medical Systems referral forms, please contact our Provider Relations Department.

Please fax all completed referral forms to 1-866-381-7200. Please only refer members in-network to participating providers listed in the Jai Medical Systems Provider Directory, which is available online.

If you are having difficulty locating a particular provider, please contact our Provider Relations Department for assistance.

Specialist Responsibilities

Please send reports to the PCP on clinical findings and follow-up with the PCP on the referral results and future needs of the member.

When submitting claims, please attach the referral to your claim. If the claim is submitted electronically, please fax the referral to 1-866-381-7200 prior to submitting the claim.

Pre-Certification & Prior Authorization

Please visit our website, www.jaimedicalsystems.com, for a comprehensive list of services that require pre-certification and/or prior authorization.

For questions regarding prior authorization of a service and/or procedure, please contact the Utilization Management Department at 410-433-5600.

Claims & Appeals

Electronic Claims: To submit electronic claims, please register at www.claimsnet.com/jai.

Paper Claims: Please mail paper claims to 301 International Circle, Hunt Valley, MD 21030, Attn: Claims Department. Please attach a copy of the authorization or referral form to each claim, if applicable.

For information regarding paper and electronic claims submissions, as well as the claims appellate process, please visit our website at www.jaimedicalsystems.com.

Pharmacy

Please prescribe covered medications listed on the Jai Medical Systems Formulary, unless medically necessary circumstances dictate non-formulary prescriptions. Our formulary can be found online at www.jaimedicalsystems.com, or through Formulary Navigator.

Formulary medications marked with a "PA" require a prior authorization. Please refer to the Formulary for instructions on how to submit a prior authorization request for these medications. If you have questions about our pharmacy benefits, please contact ProCare Rx at 1-800-213-5640.

Radiology

Jai Medical Systems is contracted with RadNet for radiology services. RadNet's organizations include Advanced Radiology, American Radiology, Maryland Imaging Network and Community Radiology. Please visit our website at www.jaimedicalsystems.com, for a complete listing of RadNet locations.

Laboratory

Jai Medical Systems is contracted with LabCorp for all laboratory services. Please ensure that our members receive laboratory services from LabCorp. LabCorp maintains drawing stations throughout Maryland and provider drop boxes are available from LabCorp, upon request. If you have any questions, please feel free to contact LabCorp at 1-800-859-0391.

Participating Hospitals

Calvert Memorial Hospital
 Carroll Hospital Center
 Chester River Hospital Center
 Doctor's Community Hospital
 Dorchester General Hospital
 Franklin Square Hospital
 Good Samaritan Hospital
 Greater Baltimore Medical Center
 Harbor Hospital Center
 Howard County General Hospital
 Johns Hopkins Bayview Medical Center
 Johns Hopkins Hospital
 Levindale Hebrew Geriatric Center and Hospital
 McCready Memorial Hospital

Memorial Hospital at Easton
 Mercy Medical Center
 Mt. Washington Pediatric Hospital
 Northwest Hospital Center
 Sinai Hospital of Baltimore
 UM Baltimore Washington Medical Center
 UM Charles Regional Medical Center
 UM St. Joseph Medical Center
 UMMC Midtown Campus
 Union Memorial Hospital
 University of Maryland Medical Center
 University of Maryland Rehabilitation & Orthopedic Institute