



A Message from the Director of Provider Relations

Dear Provider,

Thank you for your continued support and care that you have provided to our members during the COVID-19 pandemic. You have been vital to providing guidance to our members about their health, including the importance of COVID-19 vaccinations. If you have a member who is interested in receiving their COVID-19 vaccine and your office does not administer the vaccine, please refer the member to a participating COVID-19 vaccine provider by visiting: <https://www.vaccines.gov/>.

For our members who may test positive for COVID-19, please consider if a prescription of a COVID-19 antiviral oral regimen, such as Paxlovid, is appropriate. This medication is available at certain pharmacies and local health clinics across the state. This oral therapeutic is designed to help adults who have tested positive for the virus and have at least one risk factor of serious illness from obtaining the virus. For more information on Paxlovid and how to locate it in Maryland, please visit <https://covid-19-therapeuticslocator-dhhs.hub.arcgis.com>.

Regards,
Hennrietta Dodoo
Director of Provider Relations



Provider Directory Accuracy



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!

- 1. 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 let us know.
- 2. 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.

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2022-2023

Updates & Reminders:

Electronic Claims Submission

To submit claims electronically, providers must register online 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 inquire about member eligibility, claim status, appeal status, and much more. To begin using our Provider Portal, please visit our website at www.jaimedicalsystems.com.

24 Hour Nurse Advice Line

Please inform members about our 24 Hour Nurse Advice Line. To access, members should call 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 located at www.jaimedicalsystems.com.

Participating Provider Patient Advocacy

Jai Medical Systems does not prohibit, or otherwise restrict, a provider acting within the lawful scope of practice, from advising or advocating on behalf of a member who is his or her patient.

Home Visiting Services Program

Effective January 13, 2022, Maryland Medicaid has expanded its coverage of evidence-based home visiting services (HVS) to all Medicaid participants. Home visiting services associated with one of two evidence-based models, Health Families America (HFA) or Nurse-Family Partnership (NFP), will provide supportive services for pregnant individuals during pregnancy and childbirth; as well as provide support for parents and children during the postpartum period.

Prior authorization or a referral is not required for HVS through an MCO's provider network. MCO's must allow their network providers to refer eligible individuals directly to their in-network HVS providers. HVS providers who have received either (1) a designation of fully accredited by the HFA National Program Office or (2) a designation of fidelity by the NFP National Program Office are eligible to enroll as a "HVS provider" type through electronic Provider Revalidation and Enrollment Portal (ePREP). To enroll as an HVS provider, please visit <https://eprep.health.maryland.gov/ss0/login.do>. Individual home visitors are not eligible to enroll as an HVS provider.

Doula Services

Effective February 21, 2022, Maryland Medicaid will provide coverage for doula/birth worker services to Medicaid beneficiaries. A doula, or birth worker, is a trained professional who provides continuous physical, emotional, and informational support to birthing parents before, during, and after birth. Certified doulas serving Maryland Medicaid members will provide person-centered, culturally-competent care that supports the racial, ethnic, and cultural diversity of members while adhering to evidence-based best practices.

The Department encourages Maryland based hospitals to review their labor and delivery admitting policies in recognition of this new provider type after the effective date to ensure doulas may provide services within their scope of practice during the delivery.

Only a doula who meets the following certification and participation requirements may enroll with Medicaid to administer doula services:

- Be at least 18 years of age
- Obtain and maintain liability insurance
- Attest to being trained and certified by an MDH approved organization
- If enrolling as a group practice type, obtain a Type 2/organizational NPI.
If enrolling as an individual provider, obtain a Type 1/individual NPI.
- Enroll in ePREP as a fee-for-service Medicaid provider
- Must pass a background check

Eligible providers may now enroll in Maryland Medicaid. Doula providers who meet all the conditions of participation outlined in this Policy Transmittal are eligible to enroll as either an individual or group "Doula Provider" type through ePREP. To enroll as a doula provider, please visit eprep.health.maryland.gov.

For questions related to Maryland's Doula Services Program or provider qualifications, please contact MDH at mdh.medicaidmch@maryland.gov.

Physician Support Packet for COVID-19

The Maryland Medicaid Program, in collaboration with the State’s nine Medicaid managed care organizations, has developed the Physician Support Packet for COVID-19, which is a compilation of information and resources to support your practice in caring for patients in today’s COVID-centric environment.

Maryland’s Physicians and Clinicians have witnessed the impact of COVID-19 pandemic on their patients and staff. Still battling with COVID-19, primary care clinicians remain one of the most trusted voices for their patients who can turn to them for guidance and reliable information during these challenging times.

We need your help to continued to educate unvaccinated patients about the importance of becoming vaccinated and also, educate vaccinated patients about the importance of getting boosted. We especially need your help to steer any eligible patient to the appropriate COVID-19 medical therapeutic treatments, whether it is Evusheld, Paxlovid, or an IV-based treatment, as soon as possible.

For more information, please visit the Maryland Department of Health’s website at <https://health.maryland.gov/>.

Provider Satisfaction Survey



As a health plan that strives to ensure the highest quality of care to our members, it is important for us to ensure that we are also providing the best experience to our network providers.

Therefore, on an annual basis, we seek to receive your feedback through our Provider Satisfaction Survey. Please let us know how we are doing and how we can continue to improve your provider experience with our health plan. Completed surveys may be returned by fax at 410.433.4615 or via email to providerrelations@jaimedical.com. We look forward to hearing from you!

Visit Us Online

There are many services available online to both our members and providers. The resources listed in the chart below are available on our provider portal or on our website at www.jaimedicalsystems.com. If you prefer, all of this information is also available in print and/or by telephone. You may request this information by calling the Provider Relations Department today at 1-888-JAI-1999.

<i>Look on our website for additional information about our:</i>	<i>Provider Portal</i>	<i>General Website</i>
Clinical Guidelines		★
Utilization Management Decision Process	★	★
Pharmaceutical Management		★
Formulary (including updates and notices)		★
Quality Assurance Programs	★	★
Fraud and Abuse Detection Program		★
Case and Disease Management Programs		★
Complex Care Program		★
Member Rights and Responsibilities		★
Co-Payment Information		★
Web-Based Physician Directory	★	★
Web-Based Hospital Directory	★	★

Updates & Reminders:

Prior Authorization

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 our website. 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.

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

Providerrelations@jaimedical.com

301 International Circle
Hunt Valley, MD 21030

Phone: 1-888-JAI-1999

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

Public Health Emergency Update

Due to the continued renewal of the Federal public health emergency, Maryland Medical Assistance has extended the deadline for Medicaid recipients to renew their coverage until June 30, 2022. Though the deadline for Medicaid redeterminations has been extended, we do encourage providers to inform Medicaid recipients to complete the redetermination process in order to not lose benefits and prevent any lapse in care. Medicaid recipients do not have to wait until the end of the public health emergency to complete their redetermination; their redetermination process can be completed online at www.marylandhealthconnection.gov. If there is a Jai Medical Systems' member in your care that needs additional information regarding their redetermination, please connect them with our Customer Service Department at 1-888-524-1999.



Diabetes Prevention Program

We wanted to share some exciting news with you! Jai Medical Systems is offering a Diabetes Prevention Program (DPP) for all qualified members. DPP is a yearlong, lifestyle change program for members who are at risk of developing type 2 diabetes. Members may self-refer to a DPP program, but we hope you will help identify patients in your practice who qualify for the program. We believe that a recommendation from the patient's trusted Primary Care Provider would encourage patients to actively participate in the program.

To qualify for this program, members must be overweight or obese and have elevated blood glucose levels or history of gestational diabetes. Jai Medical Systems members can sign up easily online through Omada Health at <http://omadahealth.com/jaimedicalsystems>.

We hope that you seek out patients under your care who and take action to refer them to this program. Please contact our Customer Service Department at 1-888-JAI-1999 if you have any further questions.



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.

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 due to miscommunication. Please feel free to call the Provider Relations Department at 1-888-JAI-1999 with any questions.