

JAI MEDICAL SYSTEMS Provider Newsletter

Spring 2023

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Alert: Medicaid Redetermination Process Coming Soon

Dear Provider,

During the public health emergency, individuals enrolled in Medicaid did not have to complete a renewal application in order to maintain their benefits. Beginning April 2023, Maryland will begin Medicaid eligibility reviews again and Medicaid recipients will need to complete the redetermination application process to keep their benefits.

Medicaid recipients will be notified when it is their turn to complete the redetermination process. To redetermine, recipients should visit the Maryland Health Connection online www.marylandhealthconnection.gov or by phone at 1-855-642-8572. For any Jai Medical Systems members with questions related to the redetermination process, or when it may be their turn, please have them contact our Customer Service team at 1-888-524-1999.

Provider Toolkit for Redetermination Efforts

In an effort to reduce any lapse in care, we are requesting that our network providers encourage and share messaging with Medicaid recipients about the importance of completing their redetermination application.

The Maryland Department of Health, in collaboration with MCOs, has created a Provider Toolkit to assist with redetermination efforts for the Medicaid population. The outreach toolkit contains important messaging and flyers that can be shared with your patients to educate them about the redetermination process. This toolkit can be found online at <https://health.maryland.gov/mmcp/Pages/MedicaidCheckIn-Providers.aspx>. Please take a few moments to print out some of the flyers available.

Provider Network Expansion

As of January 1, 2023, Jai Medical Systems has expanded its service area to now include **Prince Georges County**.



In order to accommodate the growing needs of our members, Jai Medical Systems is currently expanding its provider network throughout the State of Maryland. We are now accepting applications from primary care providers, specialty care providers, hospitals and specialty care networks, and ancillary care providers throughout the State of Maryland who are interested in joining our network. If you know of any providers who may be interested in joining our network, please have them contact the Provider Relations Department at 1-888-JAI-1999 or e-mail us today at providerrelations@jaimedical.com.

CONTACT US

Jai Medical Systems
301 International Circle
Hunt Valley, MD 21030

Phone: 1-888-JAI-1999
Hours: Monday through Friday,
9am to 6pm

Web: www.jaimedicalsystems.com



Maryland Medicaid Maternal and Child Health Programs

The Maryland Department of Health has launched several new Maternal and Child Health (MCH) initiatives to improve the wellbeing of Maryland Medicaid recipients. These initiatives include Home Visiting Services, MOM Model Services, Doula Services, HealthySteps and CenteringPregnancy.

For more information regarding these initiatives can be found on the Maryland Medicaid website at <https://health.maryland.gov/>. Our Provider Relations Team may also be contacted for more information and can be reached at 1-888-524-1999 or at providerrelations@jaimedical.com.

Be On the Lookout!



On an annual basis, the State of Maryland engages a vendor to conduct a satisfaction survey to all primary care providers participating in the HealthChoice program. These surveys are currently being sent out to providers by mail and via fax. If you receive this satisfaction survey about your participation with Jai Medical Systems, we would greatly appreciate you completing the survey. Your feedback assists us in ensuring that we are meeting the needs of our network providers. If there is any feedback that you would like to give us directly, please notify us by email at providerrelations@jaimedical.com, and we will be sure to respond to you quickly.

Visit Us Online

Jai Medical Systems' website offers important information and resources online for our member and provider. The resources listed in the chart below are available online at jaimedicalsystems.com or on our provider portal. Jai Medical Systems' provider portal is a very useful tool for providers to search claim and member information, as well as to message our Provider Relations team with any questions that they may have. To sign-up for our provider portal today, please visit us online at: 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 <i>(including updates and notices)</i>		★
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	★	★

24 Hour Nurse Advice Line

Please inform members about our 24 Hour Nurse Advice Line. To speak with a nurse today, members should call 1-833-359-0170.

Eligibility Verification

Please ensure that you are verifying the eligibility of our members prior to rendering services. Eligibility verification can be completed by phone at 1-866-710-1447 or online at emdhealthchoice.org.

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.

Did you recently renew your Professional Licenses?

If the answer is yes, you may need to update your ePREP profile. Maryland Medicaid requires that provider ePREP accounts be up to date with the most accurate information for a provider, including professional license and registration renewals, such as one's DEA or CDS. As a reminder, failure to ensure your ePREP account is up-to-date and active may result in claims denials from Jai Medical Systems.

Pharmacy Updates

If you would like to know whether a certain medication is a covered benefit under our plan, please check our formulary online at jaimedicalsystems.com/providers/pharmacy. This page also contains important information regarding formulary updates, prior authorization forms, and other criteria.