

A Welcome Message from the Director of Provider Relations

Dear Provider,

We hope you are doing well and enjoying the fall season. This year marks Jai Medical Systems' 26th year of operations. Currently, Jai Medical Systems is one of the highest rated Medicaid Managed Care Organizations in Maryland. This is in no small part due to the hard work and dedication of the providers in our network. Thank you! In this newsletter, we will cover topics that we hope you will find useful in your daily practice as you care for our members.

Sincerely,

Henrietta Dodoo

Director of Provider Relations

Medicaid Redetermination Update

With the ending of the public health emergency, all Medicaid recipients must requalify for their Medicaid benefits on an annual basis. In Maryland, this process of *redetermination* began in May of this year. Since that time, over 100,000 Maryland Medicaid recipients have been asked to reapply for their Medicaid benefits.

In order to ensure timely payment of your claims, please make sure that you check the eligibility of each Medicaid recipient before rendering services. The State of Maryland's Eligibility Verification System (EVS) can be accessed online or by phone. To access the online version please visit <https://encrypt.emdhealthchoice.org/emedicaid/> and to reach the EVS system by phone please call 1-866-710-1447. In addition to providing eligibility information, the EVS system will also indicate a person's redetermination date when available.

Please encourage anyone whose redetermination date is within 45 days to reapply for Medicaid coverage through the Maryland Health Benefit Exchange. If you have any questions regarding the Medicaid redetermination process, please contact our Provider Relations Department.

Claim Submission Guidelines

To ensure that your claims are processed promptly and accurately, please follow these simple guidelines regarding billing practices, referrals, and authorizations. Some claim submission guidelines are as follows:

- Please submit all electronic or paper claims within 180 days of the date of service. Claims submitted after 180 days from the date of service will be denied.
- If applicable, prior to claim submission, please attach or fax one copy of a valid completely filled out, legibly written referral, outpatient authorization, or inpatient authorization, to Jai Medical Systems' Claims Processing Center (fax number 1-866-381-7200).
- Please include the *entire* authorization/referral number that is valid for the claim being billed in the appropriate field. Authorizations/Referral Numbers must be added to the appropriate claim field for proper claim adjudication. The authorization/referral field is located in block 23 of the CMS1500 form and block 63 of the UB-04.
- When applicable, please attach a copy of the member's primary insurance Explanation of Payment (EOP) or remittance advice with your claim.



Inside this Issue

| | |
|--------------------------------------|-------|
| Welcome | 1 |
| Medicaid Redetermination Update | 1 |
| Claim Submission Guidelines | 1 |
| Updates & Reminders | 2 |
| False Claims, Policies and You | 2 |
| Provider Credentialing | 2 |
| Formulary Change | 2 |
| Provider Satisfaction Survey | 3 |
| Provider Network Expansion | 3 |
| ePREP Enrollment | 3 |
| Population Health Incentive Program | 3 |
| Say it Loud! Say it Proud! | 4 |
| Case Management and Disease Programs | 4 |
| Visit Us Online | 4 |
| Provider Satisfaction Survey | 5 & 6 |

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

Updates & Reminders

Visit Us Online

There are many services available online to our providers through our website and provider portal. To view a list of these services, please visit us at: www.jaimedicalsystems.com. If you prefer, all of this information is also available in print or by telephone. You may request this information by calling us at 1-888-524-1999.

Depression Screening for Adolescents

As a reminder, as of January 1, 2023, the Department has revalidated the 2016 requirement for an annual screening for Depression beginning at the age of 11 utilizing the PHQ-9, modified for teens. This tool can be found in the Maryland Healthy Kids Provider Manual. If you have any questions, please contact the EPSDT/Healthy Kids program at 410-767-1836.

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.

Participating Provider Patient Advocacy

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

Online Health Education

A Health Education class interest form, a Health Education class schedule, and a Healthy Living page are available to Jai Medical System members online at www.jaimedicalsystems.com

Provider Portal

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

False Claims, Policies and You

The Federal and State False Claims Acts makes it a crime for any person or organization to knowingly present or conceal a false or fraudulent claim for payment to the United States government or to a government contractor, including claims submitted to Medicaid. To comply with the Federal Deficit Reduction Act, we would like to make you aware of your rights and responsibilities under the Federal and State False Claims Acts, administrative remedies, civil penalties, and the protections for whistleblowers under such laws. As an agent, contractor, or vendor of Jai Medical Systems Managed Care Organization, Inc., our policies and procedures regarding these laws also apply to providers in our network.

The criminal penalties for knowingly submitting fraudulent claims could include fines and/or imprisonment. In addition to criminal penalties, administrative remedies can include monetary penalties, costs of the civil action brought to recover any such penalty or damages, plus 3 times the amount of damages which are incurred by the government. These penalties are detailed in 18 U.S.C. Section 287 and 31 U.S.C. Section 3730 of the False Claims Act.

Also, according to the False Claims Act, federal law prohibits retaliation. As a whistleblower, any employee, contractor, or agent, is entitled to all relief necessary to be made whole if they are discharged, demoted, suspended, threatened, harassed, or in any other manner discriminated against by their efforts to stop a violation. We welcome and encourage you to report anything suspicious. To report fraud and abuse, or if you have any questions regarding our policies and procedures, please contact our Fraud and Abuse Compliance Officer at 1-888-JAI-1999. For more information regarding fraud and abuse, please visit our website: www.jaimedicalsystems.com.

Provider Credentialing & Contact Information

In order to join and maintain participation status with Jai Medical Systems network, each provider must successfully complete all Credentialing and Recredentialing requirements. In addition, we kindly request that all providers keep us current with up-to-date information about their practice. Organizational updates are important to ensure that we provide the most accurate information to our members and providers, and it helps to ensure appropriate claims payment.

We also kindly request that all staff in your office are aware of their participation status with Jai Medical Systems. We do not want our members turned away because of miscommunication! Please feel free to call the Provider Relations Department at 1-888-JAI-1999 with any questions related to credentialing or updating provider demographic/practice information.

Formulary Change Highlights from Quarter 3 2023

- 1) Several items on the drug list have been replaced by biosimilars: Neupogen^{PA} was replaced by Releuko^{PA}; Lantus and Semglee were replaced by interchangeable Rezvoglar and Insulin Glargine-YFGN
- 2) Flynetra^{PA} was added
- 3) Creon became the sole formulary digestive enzyme
- 4) PA requirements were removed from several products: Dabigatran, Ondansetron Solution^{QL} and several Ophthalmic products (Azelastine^{QL}, Brimonidine^{QL}, Lodoxamide^{QL}, and Olopatadine^{QL})

See website: <https://jaimedicalsystems.com/providers/pharmacy/> for notices of all formulary changes.

* PA= Prior Authorization, QL=Quantity Limit

Provider Satisfaction Survey

In order to deliver the best provider experience possible, 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.**



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.

Provider Network Expansion

In order to accommodate the growing needs of our members, Jai Medical Systems is expanding its provider network throughout Maryland. Applications are now being accepted from primary care providers, specialty care providers, hospitals, and provider networks 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 our Provider Relations Department at 1-888-JAI-1999 or by email at providerrelations@jaimedical.com.

Have you enrolled with ePREP?



Maryland Medicaid requires all providers rendering care to Medicaid beneficiaries to enroll with Medicaid's new electronic **Provider Revalidation and Enrollment Portal (ePREP)**. Maryland's ePREP system is Medicaid's one stop shop for provider enrollment, re-enrollment, revalidation, information updates, and demographic changes. Failure to properly enroll or remain in an active status with Maryland Medicaid's ePREP system may result in claim denials.

Population Health Incentive Program

On an annual basis, the State of Maryland Medicaid Program selects specific HEDIS® and encounter based quality indicators for its Population Health Incentive Program. The Population Health Incentive Program 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 2023 Population Health Incentive Program measures selected by the State of Maryland. Please review these measures below. On a periodic basis, we will be sending you more specific information concerning these measures, including strategies for success. To learn more about Jai Medical Systems quality initiatives, please visit www.jaimedicalsystems.com/providers/quality-assurance/.

Prenatal and Postpartum Care

- All pregnant patients should have a visit with their PCP or OBGYN in their first trimester and receive postpartum care after delivery

Lead Tests

- Pediatric patients should be tested for lead before or soon after their first birthday and again before they turn 2 years of age

SSI Annual Visit for Adults and Children

- Patients with a disability should receive outpatient care annually

Asthma Medication Ratio

- Patients with Asthma should fill their controller more often than their rescue inhaler

Risk of Continued Opioid Use

- Patients should not stay on an opioid for more than 15 days if they are opioid naïve

HbA1c for Diabetics

- Patients with diabetes have a controlled HbA1c of <8
-

Say it Loud! Say it Proud!

Be on the lookout for the new Jai Medical Systems Window Clings being sent to all participating PCPs. Proudly display your new sticker on your window to showcase your dedication to providing quality care and participation with Jai Medical Systems.

Is your staff aware that you accept Jai Medical System members?

Don't forget to tell your staff that you're part of the Jai Medical Systems network and whether or not you're accepting new Jai Medical Systems patients.

Make sure that all of your information is up to date in our Provider Directory so our members can easily contact you and locate your practice! If you are part of a large practice, talk to your network contact to update the information sent to us so that we may display your information appropriately.

Any questions? Our Provider Relations Department is here to help. Please call 1-888-JAI-1999 and ask to speak to Provider Relations.

Case Management and Disease Management Programs

Complex Case Management and Case Management Programs are available for Jai Medical Systems' members, who have a serious medical condition or have complex and/or special needs. These services provide support and guidance to those members that 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:

- ◆ 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

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 them with assistance from our staff to help them manage their disease. For more information about Case Management services, Complex Case Management Services, and/or 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 Customer Service Department at 1-888-JAI-1999.

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 | ★ | ★ |

JAI MEDICAL SYSTEMS



2023 PROVIDER SATISFACTION SURVEY

Please assist us by taking a few minutes to fill out this Provider Survey about Jai Medical Systems Managed Care Organization, Inc. (JMSMCO)

Once completed, please fax the Provider Survey back to us at (410) 433-4615 or email: providerrelations@jaimedical.com.

For your convenience, you may also download this Provider Survey on our website: www.jaimedicalsystems.com.

Please return this survey by: December 15, 2023

By completing this survey, you will be entered to win a \$100 gift card (answers will not affect your entry).

I have been a participating provider with Jai Medical Systems for: Less than one year / 1 – 3 years / 3 – 5 years / 5+ years

Provider Last Name: _____ Provider First Name: _____ NPI: _____

Organization Name: _____ Phone: _____

I am a: PCP / Specialty Care Provider (Specialty: _____) / Other: _____

Email: _____ Individual Completing Survey/Title: _____

| OVERALL SATISFACTION | | <i>Strongly Agree</i> | <i>Agree</i> | <i>Disagree</i> | <i>Strongly Disagree</i> | <i>N/A</i> |
|--|--|-----------------------|--------------|-----------------|--------------------------|------------|
| 1. | I am satisfied with Jai Medical Systems. | | | | | |
| 2. | I would recommend other providers to join the Jai Medical Systems' network. | | | | | |
| 3. | The Jai Medical Systems' provider network is adequate. | | | | | |
| THE JAI MEDICAL SYSTEMS' CUSTOMER SERVICE DEPARTMENT... | | | | | | |
| 4. | Is friendly, knowledgeable, and helpful. | | | | | |
| 5. | Is able to assist with verifying member eligibility & PCP change requests. | | | | | |
| 6. | Is able to assist with scheduling appointments and transportation. | | | | | |
| 7. | Provides excellent service overall. | | | | | |
| PROVIDER RELATIONS AND CREDENTIALING | | | | | | |
| 8. | Jai Medical Systems' Provider Relations Department is friendly, knowledgeable, and helpful. | | | | | |
| 9. | The credentialing and/or recredentialing process occurred in a timely manner. | | | | | |
| 10. | I receive appropriate notification on the need to be credentialed or recredentialled. | | | | | |
| 11. | I receive excellent service from Jai Medical Systems' Provider Relations Department. | | | | | |
| UTILIZATION/CASE MANAGEMENT & AUTHORIZATION PROCESS | | | | | | |
| 12. | Jai Medical Systems' Utilization/Case Management Department is friendly, knowledgeable, and helpful. | | | | | |
| 13. | Jai Medical Systems effectively communicates and assists with coordination of medical care, when necessary. | | | | | |
| 14. | I find Case Management and Disease Management programs to be helpful for enrolled patients. | | | | | |
| 15. | I understand the referral and/or authorization process. | | | | | |
| 16. | Referrals and/or authorizations are processed in a timely manner. | | | | | |
| QUALITY ASSURANCE | | | | | | |
| 17. | Jai Medical Systems keeps me informed about its Quality Assurance initiatives and programs. | | | | | |
| PHARMACY | | | | | | |
| 18. | The medications included on Jai Medical Systems' formulary adequately meet the needs of my patients and practice. | | | | | |
| CLAIMS/APPEALS | | | | | | |
| 19. | My claims are processed in a timely manner. | | | | | |
| 20. | Jai Medical Systems' reimbursement rates are competitive. | | | | | |
| 21. | My claims inquiries are answered promptly. | | | | | |
| 22. | I understand the claim appellate process and feel my claims are reviewed appropriately. | | | | | |
| 23. | How do you submit your claims to Jai Medical Systems? <input type="checkbox"/> Paper / <input type="checkbox"/> Electronic / <input type="checkbox"/> Both; Paper and Electronic | | | | | |

What type of provider(s), and what location(s) do you feel Jai Medical Systems should add to their provider network, if any?

-
-
-
-

Please provide any additional comments below:

If you have any questions about the survey, please contact our Provider Relations Department at 1-888-JAI-1999.

By completing this survey, you will be entered to win a \$100 gift card (answers will not affect your entry).

Please return this survey by December 15, 2023