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**Contact Us**

301 International Circle  
Hunt Valley, MD 21030

Phone: 1-888-JAI-1999

Hours: Monday through

Friday, 9am to 6pm

[www.jaimedicalsystems.com](http://www.jaimedicalsystems.com)

**A Message from the Director of Provider Relations**

As we enter Fall and the leaves change, we are reminded that there are many things to be thankful for including your continued participation with Jai Medical Systems. Thank you for being a valued member of our provider network, and we truly appreciate your participation and value your contributions to the health of our members.

I am pleased to share that the Maryland Department of Health has approved Jai Medical Systems' request to expand our service area to include Montgomery County, effective August 1, 2024. We are very excited about this expansion and look forward to providing high quality healthcare benefits and services to the people of Montgomery County.

In order to accommodate the growing needs of our members, Jai Medical Systems is continuing to expand our provider network, and we are accepting applications from primary care providers, specialty care providers, hospitals and specialty care networks, and ancillary care providers throughout the State of Maryland. 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](mailto:providerrelations@jaimedical.com).

Sincerely,

Hennrietta Dodoo  
Director of Provider Relations



**HealthChoice Primary Care Provider Satisfaction Survey Results**

On an annual basis, Jai Medical Systems is assessed by the Maryland Department of Health through a survey that allows our network Primary Care Providers to rate our services, and then gives us the opportunity to compare our results against other MCOs in Maryland. The survey was conducted using a mixed methodology that included mail, web, fax, email, and phone modes. PCPs were asked to rate their satisfaction with our MCO on various topics such as claims, preauthorization, customer service, and provider relations.

**Jai Medical Systems is excited to share that compared to the HealthChoice aggregate scores of all other Managed Care Organizations throughout the State, our plan received higher ratings in all categories.** Please see the below for a complete snapshot on the 2023 HealthChoice PCP Satisfaction survey results:

Maryland PCP Satisfaction Survey Measures	2023 Rate	2023 HealthChoice Aggregate score
Overall Satisfaction Composite	89.90%	83.42%
Claims Composite	78.79%	53.48%
Preauthorization Composite	82.23%	41.47%
Customer Service/Provider Relations Composite	81.44%	50.22%

**Jai Medical Systems  
Provider Satisfaction Survey**



We need your feedback! As part of our continued efforts to improve our services and the overall provider experience with our company, we request providers complete an annual provider satisfaction survey. We request that you please complete the Provider Satisfaction Survey included with this newsletter, or online at <https://www.surveymonkey.com/r/TVK2RVF>. Completed surveys may be returned by fax to 410.433.4615 or by email to [providerrelations@jaimedical.com](mailto:providerrelations@jaimedical.com).

## Immunizations Spotlight

With flu season upon us, it is recommended that all individuals age 6 months and older receive the flu vaccine. Additionally, members 19 years and older are recommended to receive the Tdap vaccine at least once every 10 years and those who are 50 years and older are recommended to receive the Zoster vaccine.

Please be advised that the Maryland Department of Health recently enhanced the reimbursement for several vaccines on the Maryland Medicaid Fee Schedule as of September 1, 2024. For more information on these fee schedule updates for vaccines, please visit: <https://health.maryland.gov/mmcp/Pages/Provider-Information.aspx>.

As a reminder, as part of our pharmacy benefits, all Jai Medical Systems members may receive immunizations from our in-network pharmacies or local health departments that offer vaccines.

## PCP Panel Reports

As a reminder, all Primary Care Providers (PCPs) in Jai Medical Systems' network receive monthly PCP panel reports. These reports include a list of all patients assigned to the PCP. Please review this important report to ensure that the patients included on your panel are correct, and are being seen at least annually.

If you are unable to get in contact with patients listed on your panel, please contact us at 1-888-524-1999, so that we can provide outreach assistance through our Outreach Department and/or the patient's local health department. Together, we can ensure that our members are receiving the care that they need.

## Important Updates and Reminders

**HealthChoice Behavioral Health Services Administrator Change**  
Effective January 1, 2025, Carelon will be the new Behavioral Health Administrative Service Organization for Maryland Medicaid. Providers and recipients will be able to contact Carelon at 1-800-888-1965; the current behavioral health vendor phone number.

### Out-of-Home (OOH) Care Requirements

The Maryland Department of Human Services recently shared a special notice to HealthCare providers in Maryland regarding the health care requirements for children in Out-of-Home care, also known as Foster Care. Please read this [important notice](#) and familiarize yourself with the appropriate billing instructions for initial assessments, as well as documentation requirements.

### Gender Affirming Care Directory Listing

On January 1, 2024, Maryland Medicaid expanded gender-affirming health care services. To better serve our members, we are working to identify providers who offer this specialized care and wish to be listed in our provider directory as a gender affirming provider. If you would like to be identified as a clinician providing Gender Affirming Care, please email us at [providerrelations@jaimedical.com](mailto:providerrelations@jaimedical.com).

### Formulary Updates

All Formulary Change notices can be found on the Jai Medical Systems' website at <https://jaimedicalsystems.com/providers/pharmacy/>.

### Telephonic Translation Services

If you need assistance with translation services for our members, please contact our Customer Service Department at 1-888-524-1999.

### 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.

## Visit Us Online

Jai Medical Systems offers many services to our providers through our website and provider portal, which we have outlined below. This information is also available in print or by telephone. You may request this information by calling us at 1-888-524-1999.

<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	★	★

**2024 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:

For your convenience, you may also download this Provider Survey on our website:

**Please return this survey by: December 15, 2024**

**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:

<b>OVERALL SATISFACTION</b>		<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>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.					
<b>THE JAI MEDICAL SYSTEMS' CUSTOMER SERVICE DEPARTMENT...</b>						
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.					
<b>PROVIDER RELATIONS AND CREDENTIALING</b>						
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 recredentialed.					
11	I receive excellent service from Jai Medical Systems' Provider Relations Department.					
<b>UTILIZATION/CASE MANAGEMENT &amp; AUTHORIZATION PROCESS</b>						
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.					
<b>QUALITY ASSURANCE</b>						
17	Jai Medical Systems keeps me informed about its Quality Assurance initiatives and programs.					
<b>PHARMACY</b>						
18	The medications included on Jai Medical Systems' formulary adequately meet the needs of my patients and practice.					
<b>CLAIMS/APPEALS</b>						
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					