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## *Dear Provider,*

Thank you for your continued participation with Jai Medical Systems. We need your assistance! On an annual basis, the Maryland Department of Health conducts a annual Network Adequacy Validation (NAV) analysis of our provider network.

As part of this analysis, an independent telephone survey of providers listed in our Provider Directory is conducted to confirm the accuracy of their practice information.

Your participation in this survey is important and helps ensure that both providers and members have access to accurate and up-to-date information.

### WAYS TO HELP:

#### **Network Participation Awareness**

Please ensure that your staff, especially front-line staff, are aware of your participation status with Jai Medical Systems. If your office would like a Jai Medical Systems Participating Provider window cling, please contact our Provider Relations Department at **1-888-JAI-1999**.

#### **Accurate Directory Listings**

Please review your practice listing in our provider directory to ensure it is accurate. If there have been any changes to your practice; such as address, phone number, or office hours; please notify us promptly.

Provider Directory updates can be submitted online at [www.jaimedicalsystems.com](http://www.jaimedicalsystems.com) or by emailing [providerrelations@jaimedical.com](mailto:providerrelations@jaimedical.com).

We appreciate your assistance with this important effort. If you have any questions, please contact our

**Provider Relations Department** at **1-888-JAI-1999**.

Sincerely,

*Henrietta Dodoo*  
DIRECTOR OF PROVIDER RELATIONS



# FACT OR FICTION: CLARIFYING COMMONLY ASKED QUESTIONS

**Fiction:** Jai Medical Systems only accepts Jai Medical Systems referral forms issued by the member's PCP.

**FACT:** Jai Medical Systems accepts both Jai Medical Systems referral forms and the Maryland Uniform Consultation Referral Form.

**Fiction:** Pharmacy Prior Authorization Forms must be completed by the member's PCP only.

**FACT:** **The prescriber** is responsible for completing the Pharmacy Prior Authorization Form for medications they prescribe which require prior authorization. Members should not be referred back to a PCP for a medication a Specialist is prescribing.

**Fiction:** Family planning services, including IUDs, are covered under the pharmacy benefit only.

**FACT:** Jai Medical Systems covers family planning services, including IUDs, under the member's medical benefit. These are considered self-referral services and do not require a PCP referral. More information can be found in our provider manual at [https://jaimedicalsystems.com/wp-content/uploads/2025/02/JMS\\_Provider-Manual-1.25.pdf](https://jaimedicalsystems.com/wp-content/uploads/2025/02/JMS_Provider-Manual-1.25.pdf)

**Fiction:** Providers cannot view claim information in the provider portal.

**FACT:** Providers can access claim details in the provider portal, including but not limited to adjudication dates, check numbers, and denial reasons.

**Fiction:** Providers are allowed to bill members for denied services or balance bill (the difference between the amount charged and the amount paid by Medicaid).

**FACT:** Medicaid providers are prohibited from balance billing. **Members should never be charged for a covered service**, including services that are denied by Medicaid.

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

## H.R. 1 - Maryland Medicaid Update

We wanted to share an important update with our providers regarding **H.R. 1** and its anticipated impact on Maryland Medicaid. This legislation introduces significant changes that may affect coverage, funding, and program requirements across the state. Maryland Medicaid currently serves over 1.5 million individuals, including more than 320,000 adults covered under the ACA expansion. Under H.R. 1, approximately 130,000 Marylanders are projected to lose Medicaid coverage, and the state could face up to \$2.7 billion in annual federal funding reductions once the law is fully implemented.

The legislation also introduces new requirements such as work and community engagement requirements for certain adult Medicaid enrollees, more frequent eligibility redeterminations, and limits on retroactive coverage. Notably, Maryland must exempt individuals considered "medically frail" from the monthly 80-hour work requirement. These changes are expected to increase administrative complexity and may impact enrollment stability.

The implementation of these changes is occurring in phases between late 2025 and 2027. Key milestones include federal guidance on eligibility redeterminations, which was released by December 31, 2025; changes to qualified immigrant eligibility effective October 1, 2026; required implementation of work requirements by December 31, 2026; and mandatory six-month eligibility redeterminations and retroactive coverage limitations beginning January 1, 2027.

Providers can play an important role in supporting our members through these transitions by educating them on the new eligibility and reporting requirements, assisting them with redeterminations, and directing them to official state resources to help prevent gaps in coverage.

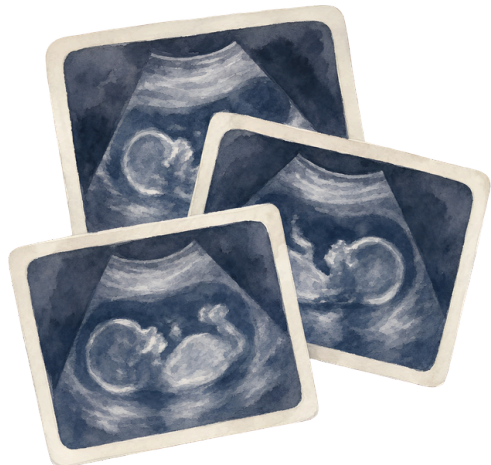
Implementation will continue to evolve, and additional guidance will be shared as more information becomes available. For more information, providers are encouraged to visit the Maryland Medicaid website at

<https://health.maryland.gov/mmcp/Pages/workrequirements.aspx>.

# PROVIDER ENROLLMENT PORTAL TRANSITION

# ePREP

Maryland Medicaid is transitioning from the ePREP enrollment system to a new platform called **MPRIME**. The MPRIME system is scheduled to launch in October of 2026. To prepare for this transition, a phased hold on ePREP applications will begin this summer. Starting July 1, 2026, high and moderate-risk provider types will no longer be able to submit applications, followed by limited-risk provider types on August 1, 2026. During this period, no new enrollments, revalidations, or updates can be submitted until MPRIME is live. Providers due for revalidation between July and the October go-live will be asked to complete revalidation earlier in the year, with at least 90 days provided to complete the process. Failure to complete revalidation within this timeframe may result in suspension. Maryland Medicaid has released a Frequently Asked Questions (FAQ) resource available at <https://health.maryland.gov/mmcp/provider/Pages/mprime.aspx> and will continue to provide additional guidance, training, and updates ahead of the transition. Providers are encouraged to review available resources and stay alert for future communications to ensure readiness. If you have any questions, please contact our Provider Relations Department at 1-888-JAI-1999.



## REMOTE ULTRASOUND & FETAL NONSTRESS TESTING UPDATE

Expanded coverage is now available for remote ultrasound procedures and remote fetal nonstress testing for eligible pregnant members. These services are covered when performed in accordance with Maryland Medicaid requirements, including maintaining the same standard of care as in-person services, ensuring HIPAA compliance, and using appropriate technology to securely transmit patient data for provider interpretation. Remote services must be billed using the appropriate place of service codes and meet all program participation requirements. Reimbursement for these services is aligned with in-person rates. If you have any questions regarding this update, or if your organization offers these services, please contact our **Provider Relations Department** at [1-888-JAI-1999](tel:1-888-JAI-1999).

## 2025 HEALTHCHOICE PCP SATISFACTION SURVEY

On an annual basis, Jai Medical Systems is assessed by the Maryland Department of Health by a survey that allows our network Primary Care Providers to rate our health plan. This survey also gives us the opportunity to compare our results against other MCOs in Maryland. The survey asks PCPs to rate their satisfaction with Jai Medical Systems on various topics such as claims processing, 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 MCO received higher ratings in nearly all categories. Please see the below for a complete snapshot of the **2025 HealthChoice PCP Satisfaction survey results**:

| SURVEY<br>CATEGORY                                    | 2025<br>JMS SCORE | 2025 HEALTHCHOICE<br>AGGREGATE SCORE |
|-------------------------------------------------------|-------------------|--------------------------------------|
| Overall Satisfaction<br>Composite                     | 87.14%            | 84.6%                                |
| Claims Composite                                      | 66.81%            | 51.7%                                |
| Preauthorization<br>Composite                         | 69.65%            | 43.9%                                |
| Customer Service /<br>Provider Relations<br>Composite | 64.25%            | 50.1%                                |





# UPDATES ON ADULT IMMUNIZATIONS

# HEDIS

Immunizations are not just for children; adult members should also be assessed and offered appropriate vaccines to help prevent serious illness.

## KEY VACCINES TO REVIEW WITH YOUR PATIENTS

**Flu:** Recommended annually for all adults (September–June).

**Tdap:** Adults 19+ should receive a booster if it has been more than 10 years since their last dose.

**Zoster:** Adults 50+ should receive the 2-dose series, spaced 2–6 months apart.

**Hepatitis B:** Adults 19–59 should be assessed for completion of the vaccine series. Consider titer testing if status is unclear, especially for those born before the mid-1990s.

Taking a few moments to review immunization status during visits can significantly improve patient outcomes and prevent disease.

## PROFESSIONAL SERVICES & MEDICAL LABORATORY INFO

Maryland Medicaid has updated their website link for Fee-For-Service medical laboratory and professional services. Providers are encouraged to visit this new page to access the most current fee schedules, billing guidance, and service information from Maryland Medicaid.

For more information, please visit: <https://health.maryland.gov/mmcp/provider/Pages/professional-services.aspx>

# LABS

## LABCORP, AUTHORIZATIONS & REPORT SUBMISSIONS

Jai Medical Systems is contracted with **LabCorp** for all laboratory services. Please ensure that our members receive laboratory services from LabCorp, and that their Medicaid ID number is included on all lab requests submitted. LabCorp maintains drawing stations throughout Maryland and provider drop boxes are available from LabCorp, upon request.

### Labs Requiring Prior Authorization

Providers should be aware that certain lab tests require a prior authorization. For the most up-to date listing of lab services that require prior authorization, please visit our website at [www.jaimedicalsystems.com](http://www.jaimedicalsystems.com).

## RELEASE OF INFORMATION (ROI) SUBSTANCE ABUSE

As a reminder, in order to share substance abuse diagnostic information with your patient's health insurance plan, please ensure that your patient is completing a Release of Information (ROI) form annually. In order to enhance our ability to coordinate care, please encourage your patients to complete the ROIs if they are in substance abuse treatment. The ROI form can be found online for download by visiting <https://mmcp.health.maryland.gov>.



## 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.



# SCREENING, BRIEF INTERVENTION & REFERRAL TO TREATMENT

# SBIRT

**SBIRT (Screening, Brief Intervention, and Referral to Treatment)** is an evidence based, comprehensive, public health screening tool intended to deliver early intervention and treatment services to patients who are at risk for alcohol or drug misuse. SBIRT aims to reduce drug overdose deaths and health disparity outcomes among minorities, while reducing healthcare cost in Maryland. PCPs are encouraged to perform this important screening for their patients. The SBIRT screening is a covered MCO service when billed by a PCP. To bill the SBIRT screening, please include the appropriate SBIRT HCPCS on your claim. The SBIRT HCPCS codes and reimbursement information can be found at <http://www.samhsa.gov/sbirt/coding-reimbursement>.

For patients interested in treatment for substance use disorder or behavioral health, please refer and coordinate treatment care with **Carelon**, Maryland Medicaid's behavioral health administrative services vendor. For behavioral health patient referrals and assistance, please contact Carelon by phone at **1-800-888-1965**. For general information on the SBIRT, please visit <https://bha.health.maryland.gov/pages/SBIRT.aspx>.

## PRIOR AUTHORIZATION PROCESS - MEDICAL ONLY

Effective **January 1, 2026**, Jai Medical Systems has implemented updated prior authorization decision timeframes, issuing determinations within **72 hours** for expedited (urgent) requests and within seven calendar days for standard (non-urgent) requests. These timeframes are aligned with applicable federal and state requirements. To support timely determinations, providers are encouraged to submit a complete request including all supporting clinical information. Please note that all services requiring prior authorization must include a completed Prior Authorization Request Form. Complete requests should be sent to the Utilization Management Department for review and consideration. For more information regarding our prior authorization guidelines, please visit us online at <https://jaimedicalsystems.com/providers/provider-resources/>.

### JAI MEDICAL SYSTEMS HAS MADE RECENT CHANGES TO ITS FORMULARY FOR THE FOLLOWING MEDICATIONS :

### FORMULARY UPDATES



**+ Wegovy Tablets      + Breyna Inhaler 80mcg & 160mcg**

**THE FOLLOWING PRODUCTS ARE HAVING A CHANGE MADE TO THEIR  
FORMULARY STATUS:**

**+ Budesonide-Formoterol Inhaler 80mcg and 160mcg**

For more information about these formulary, and to view current Formulary Change notices, please visit us online at <https://www.jaimedicalsystems.com/providers/pharmacy/>.

| Look on our website for additional information about our: | Provider Portal | General Website |
|-----------------------------------------------------------|-----------------|-----------------|
| 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                              | ★               | ★               |

## 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-JAI-1999**.

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

 1-888-JAI-1999

 301 International Circle  
Hunt Valley, MD 21030

#### HOURS:

Monday - Friday  
9AM to 6PM