

Jai Medical Systems
Managed Care Organization, Inc.

About Jai Medical Systems

- ❑ Founded in 1997 by Dr. Hollis Seunarine, M.D., FAAFP
- ❑ Is a Medicaid Managed Care Organization (MCO)
- ❑ Provides Medicaid health insurance benefits for the State of Maryland in the HealthChoice program
- ❑ Serves a diverse population of children and adults throughout the State of Maryland
- ❑ Current member enrollment approximately 25,000

Accreditation & Health Plan Status

- ❑ In both 2015 and 2016 the National Committee for Quality Assurance (NCQA) awarded Jai Medical Systems with a Health Plan accreditation status of **Excellent**
- ❑ One of the highest-rated Medicaid health insurance plans in the nation
- ❑ Received a 5 out of 5 in NCQA's Medicaid Health Insurance Plan Ratings 2016-2017
- ❑ **Top-rated** Medicaid HMO/MCO in Maryland

Claims Submission

- ❑ Paper Claims Submission:

Jai Medical Systems
Attn: Claims Department
301 International Circle
Hunt Valley, MD 21030

- ❑ Electronic Claims: submit electronic claims by registering at www.claimsnet.com/jai

Appeals Submission

- All appeals for Medical Record Review should be addressed and mailed to:

Jai Medical Systems
Attn: Medical Record Review
P.O. 1650
Hunt Valley, MD 21030

- All other appeals should be addressed and mailed to:

Jai Medical Systems
Attn: Appeals Department
301 International Circle
Hunt Valley, MD 21030

Referrals

- ❑ Jai Medical Systems accepts both the Jai Medical Systems Referral Form and Maryland Uniform Consultation Referral Form
- ❑ Referrals must be issued by the member's assigned PCP or PCP within that group
- ❑ Fax all completed and legible referrals prior to claims submission to 1-866-381-7200
- ❑ To request referrals, call the Provider Relations Department at 1-888-JAI-1999 → mailed within 24 business hours

Inpatient Authorizations

- Verify member's insurance information
- Notify the Utilization Management Department of new admission via fax to 410-433-8500
- Admission notification, at a minimum, should include admission date, member demographic information, and ICD-10 Diagnosis Code
- Faxed/telephonic clinical is requested daily
- Final authorization is not issued until complete discharge notification is received

Prior Authorization

- ❑ Jai Medical Systems requires prior authorization for specific services and procedures
- ❑ All requests must go through the PCP office before being reviewed by the Utilization Management Department
- ❑ Requests should include PCP approval, clinical notes, ICD-10 Diagnosis Code and CPT Code(s), DOS, and requesting provider information
- ❑ Contact Jai Medical Systems Utilization Management Department at 410-433-5600 with any questions

Services Requiring Prior Authorization

- Ambulance/Wheelchair Van Transportation (Non-Emergent)
- Braces and Splints (greater than \$1,000 for the member's total claim)
- Cardiac Rehabilitation/Specialty Procedures
- Chiropractic Services (>10 visits) for < 21 yrs
- Cosmetic Procedures
- Custom Foot Orthotics
- Durable Medical Equipment > \$1,000.00 or rental equipment > 90 days (Including Motorized Wheelchairs, CPM Machines, Bone Growth Stimulators/Osteogenic Stimulator, Holter Monitors, External Defibrillators, Breast Pumps)
- Genetic Testing
- Home Health Care (>12visits)
- Hospice (Home and Inpatient)
- Hyperbaric Oxygen Therapy
- Investigational Surgeries/Clinical Trials
- Neuro-Psychological Testing/Developmental Delay Programs
- Out-of-network services of any kind (Single case agreement must be completed)
- Outpatient Rehab- PT, OT, ST (>12visits) for >21 yrs only
- PET Scans
- Prosthetics (including breast prosthetics and mastectomy bras)
- Skilled Nursing Facility Admissions
- Sub-Acute/Inpatient Rehabilitative Services
- Sleep Studies
- Urgent Procedures or Admissions (notification to Utilization Management Department within 24-48 hours mandatory)
- Wound Vac
- Wound Clinic (> 10 visits)

Procedures Requiring Prior Authorization

- Organ Transplants
- Bypass
- Cardiac Procedures (including, but not limited to, non-emergent cardiac catheterizations, cardiac defibrillators/pacemakers, cardiac ablations)
- Amputations
- Neurosurgical procedures (including, but not limited to, back surgeries, craniotomies)
- Endoscopic Procedures (excluding routine colonoscopies)
- Capsule Endoscopy
- Gender Transition Surgery
- Grafts/Implants
- Plastic/Reconstructive Surgery
- Corrective Surgery (including specialty podiatry surgeries)
- Neuro stimulators
- Dermatology (Phototherapy, Sclerotherapy, Varicose Vein Ligation, Actinic Kertatosis)

To avoid any delays, send elective authorization requests at least seven (7) days before the procedures. Contact the Utilization Management Department at 410-433-5600 with any questions or concerns.

Case Management

- ❑ Case Management, Complex Case Management, and Disease Management programs are available for Jai Medical Systems' members, who have serious medical conditions or have complex and/or special needs.
- ❑ Hepatitis C Hotline 410-403-1814
- ❑ To refer a member to Case Management contact the Utilization Management Department at 410-433-5600.

24 Hour Nurse Advice Line

- ❑ Jai Medical Systems offers a 24 Hour Nurse Advice Line
- ❑ Members can be assisted with information regarding their health, wellness, or preventive care
- ❑ 24 Hour Nurse Advice Line provides members with 24 hour telephone access to Registered Nurses
- ❑ Members can contact the 24 Hour Nurse Advice Line at 1-844-259-8613

Lab Services

- ❑ Refer all laboratory services to LabCorp
- ❑ Ensure there is a LabCorp drop-box at all sites
- ❑ Contact LabCorp at 1-800-859-0391 with any questions

Pharmacy

- ❑ Jai Medical Systems pharmacy benefit administrator is ProCare, formerly known as BioScript
- ❑ Contact ProCare at 1-800-555-8513 with any questions
- ❑ Jai Medical Systems formulary is available online through Epocrates
- ❑ Registration is free and available at www.epocrates.com
- ❑ Our formulary and formulary updates can also be found at www.jaimedicalsystems.com

Radiology

- ❑ RadNet, Inc. is Jai Medical Systems preferred radiology services provider, which includes the following entities:
 - Advanced Radiology
 - American Radiology
 - Clinical Radiology
 - Community Radiology

Dental & Vision Benefits

- ❑ Maryland Healthy Smiles dental benefit administrator for children and pregnant women is Scion
 - Contact Scion at 844-275-8753 with any questions
- ❑ Jai Medical Systems dental benefit administrator for adults (>21) is DentaQuest
 - Contact DentaQuest at 1-800-341-8478 with any questions
- ❑ Jai Medical Systems vision benefit administrator is Superior Vision
 - Contact Superior Vision at 1-866-819-4298 with any questions

Provider Resources

□ Please visit www.jaimedicalsystems.com for the most up to date information about Jai Medical Systems including but not limited to:

- Provider Billing
- Pharmacy
- Quality Assurance
- Case Management & Disease Management Programs
- Find a Provider
- News & Notices
- Fraud & Abuse

Provider Portal

- ❑ Register for access to the Provider Portal to inquire about member eligibility, claim status, appeal status, check for authorization and referrals, etc.
- ❑ To register visit www.jaimedicalsystems.com → Providers → Provider Portal Login → Click “Sign Up” or visit <https://secure.healthx.com/jaimedicalprovider.aspx> directly

Provider Directory

- ❑ To utilize our online Provider Directory, visit www.jaimedicalsystems.com → Providers → Find a Provider
- ❑ To view a copy of the printed Provider Directory (updated quarterly), visit www.jaimedicalsystems.com
- ❑ To request a paper directory, call the Customer Service Department at 1-888-JAI-1999

Member Eligibility Verification

- ❑ Call the State's Eligibility Verification System (EVS) at 1-866-710-1447 on the DOS to verify member eligibility

OR

- ❑ Verify through the State's website at https://encrypt.emdhealthchoice.org/emedicaid/_Portal/provWelcome.jsp

OR

- ❑ Call the Jai Medical Systems Customer Service Department at 1-888-JAI-1999

Member Demographic Changes

- ❑ If a member needs to update their phone number or address on file, inform them to contact both Jai Medical Systems Customer Service Department at 1-888-JAI-1999 and Maryland Health Connection at 1-855-642-8572 to request the change
- ❑ It is the provider's responsibility to request a Membership Change Form from the Customer Service Department and to fax the completed form to 410-856-1075

PCP Change Requests

- ❑ To complete a PCP change request, inform members to contact the Customer Service Department at 1-888-JAI-1999
- ❑ PCP change requests are completed the same day
- ❑ Newborn PCP change requests may occur retroactively

Ineligible Members

- ❑ Members who are no longer active with Jai Medical Systems should be directed to the Customer Service Department for assistance with reapplying
- ❑ Jai Medical Center locations offer free computer kiosk usage
- ❑ Jai Medical Center Certified Application Counselors and Navigators are able to help members reapply by both appointment or walk-in

**Jai Medical Systems and Jai Medical Center are independent of one another and are not the same company*

Community Outreach

- ❑ Jai Medical Systems has a dedicated Community Outreach Department that is able to assist with non-compliant members
- ❑ Contact the Customer Service Department at 1-888-JAI-1999 for assistance with member outreach

Transportation

- ❑ Jai Medical Systems offers free transportation for their members
- ❑ Contact the Customer Service Department to schedule transportation at 1-888-JAI-1999

Health Education Classes

- ❑ Jai Medical Systems offers Health Education classes to members including:
 - Asthma
 - Diabetes
 - Hypertension
 - Weight Management
 - Smoking Cessation

Quality Initiatives

- Well Child Care
- Lead Screen
- Immunizations
- Annual Visits
- Pregnant Women
- Mammograms
- Diabetes
- BMI
- Asthma
- Blood Pressure

Well Child Care

Adolescent Well Care

- ❑ A well child visit during the year for kids 12 to 21 years
- ❑ *Tip/Strategy: Achieved through outreach to find patients and doctors doing a well-child check regularly, even if it has not been an entire year*

Well Child 3-6

- ❑ Same as Adolescent Well Care, except for ages 3-6

Lead Screen

Lead Screen 12-23 Months

- ❑ One lead test during the child's life by December 31st of the year they are between 1-2 years old
- ❑ Ideally this test should occur around the first and second birthdays

Immunizations

Immunization Combo 3

- ❑ For Combo 3, the child needs 4 DTaP, 3 IPV, 1 MMR, 3 HiB, 3 Hep B, 1 VZV, and 4 Pneumococcal conjugate before their second birthday
- ❑ Most common reason for failing are missing or late 4th DTaP and Prevnar shots
- ❑ *Tip/Strategy:*
 - *MMR and VZV only count after the child is 1 year old*
 - *Only Hep B can be given before the child is 42 days old*

Immunizations

Immunization Adolescent

- Did, before the 13th birthday, the patient receive both a Tdap (or tD) and a meningococcal immunization?
- Tdap must be given between the 10th and 13th birthday
- Meningococcal must be given between the 11th and 13 birthday
- Child will fail if shot given too early or too late
- The child will also need a full series of HPV immunizations before their 13th birthday.

Annual Visits

SSI Adults (Disabled Adults on SSI benefits)

- Any type of office visit for adults over 20 during the year
- Visit must be outpatient

SSI Children (Disabled Children receiving SSI benefits)

- Same as SSI Adults but for children under 21

Pregnant Women

Postpartum Care

- A visit between 21 and 56 days after delivery (3-8 weeks)
- This visit can be performed by a PCP and will pass if they code 88150 for the Pap test
- This visit should include a pelvic exam or the evaluation of weight, BP, breasts, and abdomen, or a notation of “postpartum care” → they only need 1 of the 3
- OB provider is the ideal place for this visit, but PCP will count too

Mammograms

Breast Cancer Screening, ages 52-73

- One mammogram in the past 2 years

Diabetes

Diabetics

- ❑ The diabetes measure is looking at labs such as HbA1c and microalbuminurea
- ❑ They also measure the percentage of diabetics with an **HbA1c below 7** and the percentage with it above 9
- ❑ The measure is also looking at **blood pressure which should be below 140/90**
- ❑ The measure also evaluates the percentage of diabetics who received an eye exam in the year, or an eye exam in the prior year if they were negative for diabetic retinopathy

BMI

Adult BMI

- Patients aged 18-74 with a BMI documented in the last 2 years
- Document the BMI annually for adults and the BMI percentage for children

Asthma

Asthma – Asthma Medication Ratio, ages 5-64

- ❑ People with asthma (based on diagnosis codes and prescriptions filled) who received an asthma controller medication
- ❑ Looks at the percentage of members who filled their asthma controller medication **more frequently** than their rescue inhaler

Blood Pressure

Controlling High Blood Pressure

- Ages 18-85 with the last BP of the year under 140/90
- Multiple BPs may be taken at each visit
- The lowest results are used
- Patient must have been previously diagnosed with hypertension

Welcome to our Participating Provider Network!

Over 6,000 providers in the Jai Medical Systems provider network

Participating Hospitals

- Calvert Memorial Hospital
- Carroll Hospital Center
- Chester River Hospital Center
- Dorchester General Hospital
- Franklin Square Hospital
- Good Samaritan Hospital
- Greater Baltimore Medical Center
- Harbor Hospital Center
- Howard County General Hospital
- Johns Hopkins Bayview Medical Center
- Johns Hopkins Hospital
- Levindale Hebrew Geriatric Center and Hospital
- Memorial Hospital at Easton
- McCreedy Memorial Hospital
- Mt. Washington Pediatric Hospital
- Northwest Hospital Center
- Sinai Hospital of Baltimore
- UM Baltimore Washington Medical Center
- UM Charles Regional Medical Center
- UM St. Joseph Medical Center
- UMMC Midtown Campus
- Union Memorial Hospital
- University of Maryland Medical Center
- University of Maryland Rehabilitation & Orthopedic Institute

Thank you!

Questions or Comments?