Jai Medical Systems Managed Care Organization, Inc.
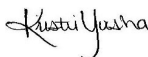# Provider Newsletter

A Message from the Director of Provider Relations

On an annual basis, the State of Maryland Medicaid Program selects specific HEDIS and encounter based quality indicators for its Value Based Purchasing Initiative. The Value Based Purchasing Initiative is one of the methods used by the HealthChoice program to gauge the performance of participating Managed Care Organizations (MCOs). For the past six years, Jai Medical Systems Managed Care Organization, Inc. (Jai Medical Systems) has earned the distinction of being the highest performing MCO in the State's Value Based Purchasing Initiative. We want to thank all of our participating providers for their assistance in helping us achieve this outstanding distinction.

As we begin 2014, we would like to ensure that all of our participating providers are aware of the CY 2014 Value Based Purchasing Measures and Targets selected by the State of Maryland, as they have changed from last year. Please review the Value Based Purchasing Measures and Targets below carefully. On a periodic basis, we will be sending you more specific information concerning the Value Based Purchasing Initiative, including strategies for success. If you have any questions or concerns about the information presented, please feel free to contact me at 1-888-JAI-1999, and as always, we thank you for your participation with Jai Medical Systems.

Regards,

Kristin Yursha

Kristin Yursha
Director of Provider Relations

Inside this issue:

Value Based Purchasing Measures and Targets		
MEASURE	**Minimum Standard**	**JMS Target Standard**
ADOLESCENT IMMUNIZATIONS	63%	72%
ADOLESCENT WELL CARE	68%	75%
ADULT BMI ASSESSMENT	76%	81%
ASTHMA MEDICATION MANAGEMENT	17%	38%
BREAST CANCER SCREENING	74%	80%
CHILDHOOD IMMUNIZATION (COMBO 3)	79%	84%
CONTROLLING HIGH BLOOD PRESSURE	55%	66%
DIABETES—HbA1c TESTING	84%	88%
LEAD SCREEN 12-23 MOS.	63%	72%
POSTPARTUM CARE	74%	80%
SSI ADULT	82%	86%
SSI CHILDREN	80%	85%
WELL CHILD 3-6	84%	87%

Network Expansion

In order to accommodate the growing needs of our members, Jai Medical Systems is expanding its provider network throughout the State of Maryland. Applications are now being accepted from primary care providers, specialty care providers, hospitals, specialty care networks, and ancillary care providers throughout the State of Maryland who are interested in joining our network. If you know 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 providerrelations@jaimedical.com.

Jai Medical Systems Case Management and Disease Management Programs

Complex Case Management and Case Management programs are available for Jai Medical Systems' members, who have serious medical conditions 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 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
- People with Substance Abuse problems
- People who need an Organ Transplant
- People with Asthma/COPD
- People with cancer
- People who need dialysis or who are receiving dialysis
- People with Diabetes
- People who need special durable medical equipment
- People who use the Emergency Room (ER) frequently

In addition, there are Disease Management Programs for Hypertension and Asthma. These Disease Management programs provide our members with additional information and support while helping them control their high blood pressure and asthma.

For more information about Case Management services, Complex Case Management services, and/or Disease Management programs offered by Jai Medical Systems, please contact our Director of Customer Service at 1-888-JAI-1999.

Visit Us Online

There are many online services available for our members and providers. Members can utilize our member portal to find a doctor and learn about their benefits and the services we offer. Participating providers are encouraged to utilize our provider portal to inquire about member eligibility, claim status, appeal status, and much more! To begin using our provider portal, please visit our website www.jaimedicalsystems.com. Some of the information available on our general website and provider portal is listed below. If you prefer, all of this information is also available in print and by telephone. You may request this information by calling Jai Medical Systems at 1-888-JAI-1999.

Look on our website for additional information about our:	Provider Portal	General Website
Clinical Guidelines	★	
Utilization Management Decision Process	★	★
Pharmaceutical Management	★	
Formulary		★
Disease Management Programs		★
Quality Assurance Programs	★	
Member Rights and Responsibilties		★
Co-Payment Information		★
Web-Based Physican Directory	★	★
Web-Based Hospital Directory	★	★

Provider Relations Contacts:

Ms. Kristin Yursha
Director of Provider Relations
Kristin@jaimedical.com

Mrs. Ellen Gatski
Provider Relations Representative
Ellen.Gatski@jaimedical.com

Ms. Hannah Markuson
Provider Relations Representative
Hannah.Markuson@jaimedical.com

Ms. Helena Owusu-Sekyere
Provider Relations Representative
Helena@jaimedical.com

Provider Satisfaction Survey

If you have not yet completed the 2013 Provider Satisfaction Survey, please call to request a copy of the survey or go online to print a copy. You may fax your completed survey to 410-433-4615, or mail the results to 5010 York Rd, Baltimore, MD 21212, Attn: Provider Surveys. We greatly appreciate your feedback!