

# JAI MEDICAL SYSTEMS



## 2013 PROVIDER SATISFACTION SURVEY

Dear Provider, we need your help. Please tell us how well we are doing by taking a few minutes to fill out this provider survey about Jai Medical Systems Managed Care Organization, Inc (Jai Medical Systems). Once completed, please fax the survey back to us at 410.433.4615. If you have any questions about the survey, please contact our Provider Relations Department at 1-888-JAI-1999. For your convenience, you may also download this Provider Satisfaction Survey from our website at <http://www.jaimedicalsystems.com>.

Provider Last Name	Provider First Name	NPI	Phone
Name of Person Completing Survey (other than provider)		Title	Email

### **PROVIDER** - Please answer a few questions about yourself.

1. I have been a participating provider with Jai Medical Systems for:

- Less than 6 months       1 to 3 years       3 to 5 years       5+ years       N/A

2. I am a \_\_\_\_\_ provider. (Please specify if you select specialty care or other).

- Primary Care       Specialty Care \_\_\_\_\_       Ancillary Care       Other \_\_\_\_\_

### **OVERALL SATISFACTION**

3. How would you rate the overall performance of Jai Medical Systems? (Check One)

- Excellent       Good       Fair       Poor

4. Would you recommend other physicians join the Jai Medical Systems' network as a participating provider?

- Yes       No (if no, please provide comment) \_\_\_\_\_

5. The Jai Medical Systems' provider network is adequate.

- Strongly Agree       Agree       Disagree       Strongly Disagree (please specify) \_\_\_\_\_

### **PROVIDER RELATIONS AND CREDENTIALING**

6. A Jai Medical Systems Provider Relations Representative visits my office:

- 4 or more times a year       2-3 times a year       Once a year       Has never visited

7. In 2013, I was \_\_\_\_\_ by Jai Medical Systems.

- Credentialed       Recredentialed       N/A (if not applicable, skip to question 11)

8. I received appropriate notice on the need to recredential from Jai Medical Systems.

- Strongly Agree       Agree       Disagree       Strongly Disagree       N/A

9. The credentialing/recredentialing process occurred in a timely manner.

- Strongly Agree       Agree       Disagree       Strongly Disagree       N/A

10. Jai Medical Systems' Provider Relations Credentialing Staff were friendly and knowledgeable.

- Strongly Agree       Agree       Disagree       Strongly Disagree       N/A

11. How would you rate the service you have received from the Jai Medical Systems Provider Relations Department?

- Excellent       Good       Fair       Poor

## **CLAIMS/APPEALS**

12. How do you submit your claims to Jai Medical Systems?

- Paper Submission       Electronic Submission       Both; Paper and Electronic Submission

13. My claims are processed in a timely manner.

- Strongly Agree       Agree       Disagree       Strongly Disagree       N/A

14. My claims are processed according to my participating provider agreement.

- Strongly Agree       Agree       Disagree       Strongly Disagree       N/A

15. My claims inquiries are answered promptly.

- Strongly Agree       Agree       Disagree       Strongly Disagree       N/A

16. Denial notifications consistently provide clear denial reasons.

- Strongly Agree       Agree       Disagree       Strongly Disagree       N/A

17. The Provider claim appeals process is easy to follow.

- Strongly Agree       Agree       Disagree       Strongly Disagree       N/A

## **UTILIZATION/CASE MANAGEMENT**

18. Jai Medical Systems Utilization Management and Case Management Representatives are friendly and helpful.

- Strongly Agree       Agree       Disagree       Strongly Disagree       N/A

19. Jai Medical Systems effectively communicates and assists with coordination of medical care, when necessary.

- Strongly Agree       Agree       Disagree       Strongly Disagree       N/A

20. I have patients that have been enrolled in Jai Medical Systems Case Management/ Management programs.

- Yes       No       Not sure

21. *If you answered yes in question 20;* the Case Management/Disease Management programs have been helpful.

- Strongly Agree       Agree       Disagree       Strongly Disagree       N/A

22. I understand the Referral/Prior Authorization process.

- Strongly Agree       Agree       Disagree       Strongly Disagree       N/A

23. Referrals/Prior Authorizations are processed in a timely manner.

- Strongly Agree       Agree       Disagree       Strongly Disagree       N/A

## **QUALITY ASSURANCE**

24. Jai Medical Systems keeps me well informed about its Quality Assurance initiatives and programs.

- Strongly Agree       Agree       Disagree       Strongly Disagree       N/A

## **PHARMACY**

25. The medications included in the Jai Medical Systems formulary adequately meet the needs of my practice.

- Strongly Agree       Agree       Disagree       Strongly Disagree       N/A

26. Prior Authorization drug requests are processed in a timely manner.

- Strongly Agree       Agree       Disagree       Strongly Disagree       N/A

27. The online formulary is easy to use.

- Strongly Agree       Agree       Disagree       Strongly Disagree       N/A

**Please feel free to provide any additional comments.**

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