

JAI MEDICAL SYSTEMS



2014 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 2014, 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, knowledgeable, and helpful.

- 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/ Disease 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.
