

JAI MEDICAL SYSTEMS

Provider Quick Reference Guide

MCO Member Card

JAI MEDICAL SYSTEMS MANAGED CARE ORGANIZATION

A Maryland HealthChoice MCO Member Services Hotline 1-888-JAI-1999

Name:

Effective Date:

DOB:

Member ID#:

PCP:

Office Phone:

Group #: Q9016

PRESENT THIS CARD FOR ALL SERVICES

IMPORTANT INFORMATION

Members

- All covered health care services must be coordinated by your Primary Care Provider (PCP).
- To reach your PCP after hours or on weekends, call the office number on the front of the card.
- Always contact your PCP for approval before receiving care outside of the service area.

Providers

- Please call the EVS hotline at 866-710-1447 to verify eligibility prior to rendering services.
- Call Jai Medical Systems at 410-433-5600 prior to any inpatient admission or within 48 hours of any urgent/emergency inpatient admission.
- For coordination and pre-authorization of coverage for outpatient and inpatient care, call (410) 433-5600.

Phone Numbers

- Jai Medical Systems Member Services: 1-888-JAI-1999
- Jai Medical Systems Utilization Review: 410-433-5600
- Pharmacist Help Line: 1-800-213-5640
- HealthChoice Enrollee Action Line: 1-800-284-4510

Eligibility

Call the State's Eligibility Verification System (EVS) at 866.710.1447 on the date of service to verify member eligibility.

If you have any questions about a member's eligibility after using EVS, call the Jai Medical Systems Customer Services Department at 410.433.2200.

Participating Hospitals

Johns Hopkins Hospital
Johns Hopkins Bayview Medical Center
Sinai Hospital of Baltimore
St. Joseph Medical Center
Maryland General Hospital
Good Samaritan Hospital
Franklin Square Hospital
Harbor Hospital Center
Mt. Washington Pediatric Hospital
Union Memorial Hospital
Northwest Hospital Center

Important Phone & Fax Numbers

Phone Numbers

Main Number	888.JAI.1999
Provider Relations	410.433.2200
Utilization Management/Pre-Certification	410.433.5600
Customer Services	410.433.2200
Eligibility Verification System (EVS)	866.710.1447
Claims Information	888.JAI.1999
Pharmacist Help Line	800.213.5640
Prescription Help Line for Providers	800.555.8513
Mental Health System/MAPS MD	800.888.1965
HealthChoice General Questions	410.767.5800

Fax Numbers

Main Number	410.433.4615
Referral Fax Line	717.703.6826
Provider Relations	410.433.4615
Utilization Management	410.433.8500

Main Phone Number - 1.888.JAI.1999

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Claims Information

Please attach a copy of the referral to each claim if applicable.

Send Paper Claims to:

Jai Medical Systems
5010 York Road
Baltimore, MD 21212
Attn: Claims Department

For Electronic Claims Submissions,
please contact Stephanie Scharpf, HIPAA
EDI Coordinator @ 410.433.2200.

Referrals

PCP Responsibilities

Please use the Jai Medical Systems referral form.

Complete the referral form legibly.

Fax all referral forms to Jai Medical Systems at
717.703.6826.

Only refer members to participating providers listed in
the Jai Medical Systems Provider Directory.

Call Jai Medical Systems at 410.433.2200 if you have
any questions about the referral process.

Laboratory

Refer all lab work to LabCorp.

If you have any questions, please contact LabCorp
at 1.800.859.0391.

Radiology

Please refer patients to Baltimore Imaging Centers or Ameri-
can Radiology for MRI and Diagnostic Radiology services.

If you have any questions, please contact
Baltimore Imaging Centers at 410.764.0912 or American
Radiology at 410.356.8186.

Specialist Responsibilities

Send reports to the PCP on clinical findings and **follow up** with the PCP on the referral results and future needs of the patient.

Follow up with the PCP if additional services are needed for diagnostic radiology, diagnostic testing, or treatment.

Refer all lab work to LabCorp.

Call Jai Medical Systems at 410.433.2200 if you have questions.

Pre-Authorization

The following services require pre-authorization from the Utilization Management Department:

Organ Transplants

Radical Surgeries (planned)

Bypass Resections (planned)

Non-Emergent Cardiac Catheterization

Amputations (planned)

Neurosurgical Procedures (planned)

Arthroscopic Procedures

Endoscopic Procedures

Laposcopic Procedures

Grafts or Implants (including Shunt Placement)

Plastic/Reconstructive Surgery -

- Replacements/Repairs/Revisions
(including Orthopedic Surgeries-planned)

Corrective Surgery

Hallux-Valgus Corrections

Tendon Release

Ophthalmologic Corrections

Auditory Corrections

DME-Orthotic

Braces, Supports

Motorized Wheelchairs

ASO, TLSO

Prosthetics

For Pre-Authorization, please **contact** the Utilization
Management Department at 410.433.2200.

Pharmacy

Prescribe only the medications listed in the Jai Medical Systems Therapeutic Formulary, unless
medically necessary circumstances dictate non-formulary prescriptions.

Medications marked with a "PA" require prior authorization. Please refer to the Therapeutic
Formulary for complete instructions.

Requests for non-formulary medications must be submitted on the "Request for Non-Formulary Medication Form" and faxed or
mailed to BioScrip, Jai Medical Systems' Pharmacy Benefits Manager, attention Jai Medical Systems for approval.

BioScrip
2787 Charter Street
Columbus, OH 43228
Fax: 800.583.6010