JAI MEDICAL SYSTEMS

Provider Quick Reference Guide

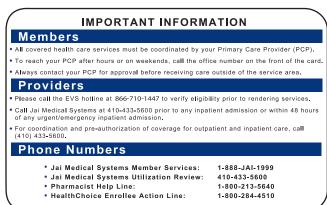
MCO Member Card

JAI MEDIC MANAGED CAR	CAL SYSTEMS REORGANIZATION	
A Maryland HealthChoice MCO	Member Services Hotline 1-888-JAI-1999	•
Name:		
Effective Date:	DOB:	•
Member ID#:		•
PCP:		
Office Phone:	Group #: Q9016	
PRESENT THIS	S CARD FOR ALL SERVICES	C

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

Pharmacy

Endoscopic Procedures Laproscopic Procedures Non-Emergent Cardiac Catherization Grafts or Implants (including Shunt Placement) Plastic/Reconstructive Surgery -

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

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

Arthroscopic Procedures

Corrective Surgery Hallux-Valgus Corrections **Tendon Release Ophthalmologic Corrections Auditory Corrections** DME-Orthotic Braces, Supports Motorized Wheelchairs ASO, TLSO **Prosthetics**

Prescribe only the medications listed in the Jai Medical Systems Theraputic 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.

BioScrip 2787 Charter Street Columbus, OH 43228 Fax: 800.583.6010

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.