Jai Medical Systems
Managed Care Organization, Inc.
About Jai Medical Systems

- Founded in 1997 by Dr. Hollis Seunarine, M.D., FAAFP
- Is a Medicaid Managed Care Organization (MCO)
- Provides Medicaid health insurance benefits for the State of Maryland in the HealthChoice program
- Serves a diverse population of children and adults throughout the State of Maryland
- Current member enrollment approximately 22,000
In the Summer of 2015 the National Committee for Quality Assurance (NCQA) awarded Jai Medical Systems with a Health Plan accreditation status of **Excellent**

- One of the highest-rated Medicaid health insurance plans in the nation
- Received a 4.5 out of 5 in NCQA’s Medicaid Health Insurance Plan Ratings 2015-2016
- **Top-rated** Medicaid HMO/MCO in Maryland
Paper Claims Submission:
Jai Medical Systems
Attn: Claims Department
301 International Circle
Hunt Valley, MD 21030

Electronic Claims: submit electronic claims by registering at www.claimsnet.com/jai
Appeals Submission

- All appeals for Medical Record Review should be addressed and mailed to:
  
  Jai Medical Systems  
  Attn: Medical Record Review  
  P.O. Box 747  
  Hunt Valley, MD 21030

- All other appeals should be addressed and mailed to:
  
  Jai Medical Systems  
  Attn: Appeals Department  
  301 International Circle  
  Hunt Valley, MD 21030
Jai Medical Systems accepts both the Jai Medical Systems Referral Form and Maryland Uniform Consultation Referral Form.

Referrals must be issued by the member’s assigned PCP or PCP within that group.

Fax all completed and legible referrals prior to claims submission to 1-866-381-7200.

To request referrals, call the Provider Relations Department at 1-888-JAI-1999 → mailed within 24 business hours.
Inpatient Authorizations

- Verify member’s insurance information
- Notify the Utilization Management Department of new admission via fax to 410-433-8500
- Admission notification, at a minimum, should include admission date, member demographic information, and ICD-10 Diagnosis Code
- Faxed/telephonic clinical is requested daily
- Final authorization is not issued until complete discharge notification is received
Jai Medical Systems requires prior authorization for specific services and procedures

All requests must go through the PCP office before being reviewed by the Utilization Management Department

Requests should include PCP approval, clinical notes, ICD-10 Diagnosis Code and CPT Code(s), DOS, and requesting provider information

Contact Jai Medical Systems Utilization Management Department at 410-433-5600 with any questions
Services Requiring Prior Authorization

- Ambulance/Wheelchair Van Transportation (Non-Emergent)
- Braces and Splints (greater than $1,000 for the member’s total claim)
- Cardiac Rehabilitation/Specialty Procedures
- Chiropractic Services (>10 visits) for < 21 yrs
- Cosmetic Procedures
- Durable Medical Equipment > $1,000.00 or rental equipment > 90 days (Including Motorized Wheelchairs, CPM Machines, Bone Growth Stimulators/Osteogenic Stimulator, Holter Monitors, External Defibrillators, Breast Pumps)
- Genetic Testing
- Home Health Care (>10 visits)
- Hospice (Home and Inpatient)
- Hyperbaric Oxygen Therapy
- Investigational Surgeries/Clinical Trials
- Neuro-Psychological Testing/Developmental Delay Programs
- Out-of-network services of any kind (Single case agreement must be completed)
- Outpatient Rehab- PT, OT, ST (>10 visits) for >21 yrs only
- PET Scans
- Prosthetics (including breast prosthetics and mastectomy bras)
- Skilled Nursing Facility Admissions
- Sub-Acute/Inpatient Rehabilitative Services
- Sleep Studies
- Urgent Procedures or Admissions (notification to Utilization Management Department within 24-48 hours mandatory)
- Wound Vac
- Wound Clinic (>10 visits)
Procedures Requiring Prior Authorization

- Organ Transplants
- Bypass
- Cardiac Procedures (including, but not limited to, non-emergent cardiac catherizations, cardiac defibrillators/pacemakers, cardiac ablations)
- Amputations
- Neurosurgical procedures (including, but not limited to, back surgeries, craniotomies)
- Endoscopic Procedures (excluding routine colonoscopies)
- Grafts/Implants
- Plastic/Reconstructive Surgery
- Corrective Surgery (including specialty podiatry surgeries)

To avoid any delays, send elective authorization requests at least seven (7) days before the procedures. Contact the Utilization Management Department at 410-433-5600 with any questions or concerns.
Jai Medical Systems offers a 24 Hour Nurse Advice Line

- Members can be assisted with information regarding their health, wellness, or preventive care
- 24 Hour Nurse Advice Line provides members with 24 hour telephone access to Registered Nurses
- Members can contact the 24 Hour Nurse Advice Line at 1-844-259-8613
Lab Services

- Refer all laboratory services to LabCorp
- Ensure there is a LabCorp drop-box at all sites
- Contact LabCorp at 1-800-859-0391 with any questions
Jai Medical Systems pharmacy benefit administrator is ProCare, formerly known as BioScript
Contact ProCare at 1-800-555-8513 with any questions
Jai Medical Systems formulary is available online through Epocrates
Registration is free and available at www.epocrates.com
Our formulary and formulary updates can also be found at www.jaimedicalsystems.com
RadNet, Inc. is Jai Medical Systems preferred radiology services provider, which includes the following entities:

- Advanced Radiology
- American Radiology
- Clinical Radiology
- Community Radiology
Dental & Vision Benefits

- Maryland Healthy Smiles dental benefit administrator for children and pregnant women is Scion
  - Contact Scion at 844-275-8753 with any questions

- Jai Medical Systems dental benefit administrator for adults (>21) is DentaQuest
  - Contact DentaQuest at 1-800-879-6907 with any questions

- Jai Medical Systems vision benefit administrator is Superior Vision
  - Contact Superior Vision at 1-800-879-6901 with any questions
Provider Resources

Please visit www.jaimedicalsyste...com for the most up to date information about Jai Medical Systems including but not limited to:

• Provider Billing
• Pharmacy
• Quality Assurance
• Case Management & Disease Management Programs
• Find a Provider
• News & Notices
• Fraud & Abuse
Register for access to the Provider Portal to inquire about member eligibility, claim status, appeal status, check for authorization and referrals, etc.

To register visit www.jaimedicalsystems.com → Providers → Provider Portal Login → Click “Sign Up” or visit https://secure.healthx.com/jaimedicalprovider.aspx directly
To utilize our online Provider Directory, visit www.jaimedicalsystems.com → Providers → Find a Provider

To view a copy of the printed Provider Directory (updated quarterly), visit www.jaimedicalsystems.com

To request a paper directory, call the Customer Service Department at 1-888-JAI-1999
Call the State’s Eligibility Verification System (EVS) at 1-866-710-1447 on the DOS to verify member eligibility

OR

Verify through the State’s website at https://encrypt.emdhealthchoice.org/emedicaid/_Portal/provWelcome.jsp

OR

Call the Jai Medical Systems Customer Service Department at 1-888-JAI-1999
If a member needs to update their phone number or address on file, inform them to contact both Jai Medical Systems Customer Service Department at 1-888-JAI-1999 and Maryland Health Connection at 1-855-642-8572 to request the change.

It is the provider’s responsibility to request a Membership Change Form from the Customer Service Department and to fax the completed form to 410-856-1075.
To complete a PCP change request, inform members to contact the Customer Service Department at 1-888-JAI-1999.

PCP change requests are completed the same day.

Newborn PCP change requests may occur retroactively.
Members who are no longer active with Jai Medical Systems should be directed to the Customer Service Department for assistance with reapplying.

- Jai Medical Center locations offer free computer kiosk usage.
- Jai Medical Center Certified Application Counselors and Navigators are able to help members reapply by both appointment or walk-in.

*Jai Medical Systems and Jai Medical Center are independent of one another and are not the same company.*
Jai Medical Systems has a dedicated Community Outreach Department that is able to assist with non-compliant members.

Contact the Customer Service Department at 1-888-JAI-1999 for assistance with member outreach.
Jai Medical Systems offers free transportation for their members

Contact the Customer Service Department to schedule transportation at 1-888-JAI-1999
Jai Medical Systems offers Health Education classes to members including:

- Asthma
- Diabetes
- Hypertension
- Weight Management
- Smoking Cessation
Quality Initiatives

- Well Child Care
- Lead Screen
- Immunizations
- Annual Visits
- Pregnant Women
- Mammograms
- Diabetes
- BMI
- Asthma
- Blood Pressure
Well Child Care

**Adolescent Well Care**
- A well child visit during the year for kids 12 to 21 years
- *Tip/Strategy*: Achieved through outreach to find patients and doctors doing a well-child check regularly, even if it has not been an entire year

**Well Child 3-6**
- Same as Adolescent Well Care, except for ages 3-6
Lead Screen 12-23 Months

- One lead test during the child’s life by December 31st of the year they are between 1-2 years old
- Ideally this test should occur around the first and second birthdays
Immunization Combo 3

- For Combo 3, the child needs 4 DTap, 3 IPV, 1 MMR, 3 HiB, 3 Hep B, 1 VZV, and 4 Pneumococcal conjugate before their second birthday.
- Most common reason for failing are missing or late 4\textsuperscript{th} DTaP and Prevnar shots.
- Tip/Strategy:
  - MMR and VZV only count after the child is 1 years old.
  - Only Hep B can be given before the child is 42 days old.
Immunization Adolescent

- Did, before the 13th birthday, the patient receive both a Tdap (or tD) and a meningococcal immunization?
- Tdap must be given between the 10th and 13th birthday
- Meningococcal must be given between the 11th and 13th birthday
- Child will fail if shot given too early or too late
Annual Visits

SSI Adults (Disabled Adults on SSI benefits)
- Any type of office visit for adults over 20 during the year
- Initial diagnosis cannot be a mental health diagnosis
- Visit must be outpatient

SSI Children (Disabled Children receiving SSI benefits)
- Same as SSI Adults but for children under 21
Postpartum Care

- A visit between 21 and 56 days after delivery (3-8 weeks)
- This visit can be performed by a PCP and will pass if they code 88150 for the Pap test
- This visit should include a pelvic exam or the evaluation of weight, BP, breasts, and abdomen, or a notation of “postpartum care” → they only need 1 of the 3
- OB provider is the ideal place for this visit, but PCP will count too
Breast Cancer Screening, ages 52-73

- One mammogram in the past 2 years
Diabetes

- The diabetes measure is looking at labs such as HbA1c, LDL-C and microalbuminuria.
- They also measure the percentage of diabetics with an HbA1c below 7 and the percentage with it above 9.
- The measure is also looking at blood pressure which should be below 140/80 or 140/90.
- The measure also evaluates the percentage of diabetics who received an eye exam in the year, or an eye exam in the prior year if they were negative for diabetic retinopathy.
Adult BMI

- Patients aged 18-74 with a BMI documented in the last 2 years
- Document the BMI annually for adults and the BMI percentage for children
Asthma – Medication Management, ages 5-64

- People with asthma (based on diagnosis codes and prescriptions filled) who received an asthma controller medication
- This CANNOT be albuterol
- Looks at the percentage of members who filled their asthma prescription monthly at least 75% of the time
- Each medication is assessed independently
Controlling High Blood Pressure

- Ages 18-85 with the last BP of the year under 140/90
- Multiple BPs may be taken at each visit
- The lowest results are used
- Patient must have been previously diagnosed with hypertension
Welcome to our Participating Provider Network!

Over 6,000 providers in the Jai Medical Systems provider network

**Participating Hospitals**

- Calvert Memorial Hospital
- Carroll Hospital Center
- Chester River Hospital Center
- Dorchester General Hospital
- Franklin Square Hospital
- Good Samaritan Hospital
- Greater Baltimore Medical Center
- Harbor Hospital Center
- Howard County General Hospital
- Johns Hopkins Bayview Medical Center
- Johns Hopkins Hospital
- Levindale Hebrew Geriatric Center and Hospital
- Memorial Hospital at Easton
- McCready Memorial Hospital
- Mt. Washington Pediatric Hospital
- Northwest Hospital Center
- Sinai Hospital of Baltimore
- UM Baltimore Washington Medical Center
- UM Charles Regional Medical Center
- UM St. Joseph Medical Center
- UMMMC Midtown Campus
- Union Memorial Hospital
- University of Maryland Medical Center
- University of Maryland Rehabilitation & Orthopedic Institute
Thank you!

Questions or Comments?