

JAI MEDICAL SYSTEMS MANAGED CARE ORGANIZATION, INC. PROVIDER NEWSLETTER

PAC Members to Receive Full Medicaid Health Insurance Benefits

Effective January 1, 2014, all Primary Adult Care (PAC) program members will transition into the HealthChoice program and receive full Medicaid benefits.

The Department of Health and Mental Hygiene (DHMH) has begun outreach efforts to various organizations to assist with enrollment of individuals who qualify into the PAC program. Please assist us in identifying individuals who are eligible for the PAC program. People may qualify for the PAC program if they are age 19 or older, have a limited income (make up to \$1,200 per month), and are not enrolled in Medicare. For more information about PAC program or to apply, please visit mmcp.dhmh.maryland.gov/mpac. You may also call us at 1-888-JAI-1999 to request PAC applications to have on hand for your patients.

Credentialing

Jai Medical Systems is in the process of revising its credentialing standards to conform with NCQA Credentialing requirements. As changes are implemented, providers will be notified as necessary.

As always, we appreciate your cooperation and continued assistance in providing us with current licensures and credentialing documents in a timely manner when requested. The Provider Relations Department will continue to send recredentialing applications six months prior to each providers recredentialing date.

In attempt to expedite the credentialing process, we request that all providers supply us with contact information for the individual responsible for credentialing at their organization. This information may be provided to us by contacting the Provider Relations Department at 1-888-JAI-1999 or via email at providerrelations@jaimedical.com.

Formulary Updates

Effective May 1, 2013, Prior-Authorization restrictions were added to the following drugs: Testim, Androgel (criteria will require a prescription written by an Endocrinologist, patient has documented low testosterone concentration, and renewal requires documented therapeutic concentration to confirm response), and Tramadol ER (criteria requires patient to have a contraindication or failure of tramadol regular release tablets).

Effective July 1, 2013, quantity limits were added to the following drugs:

- ◆ MS Contin: 15, 30, 60, 100mg: 90 tablets per month unless the member has a diagnosis of cancer or sickle cell; 200mg: 60 tablets per month unless the member has a diagnosis of cancer or sickle cell
- ◆ Hydrocodone/APAP tablets: 180 tablets per month unless the member has a diagnosis of cancer or sickle cell
- ◆ Tramadol 50mg: 240 tablets per month
- ◆ Ultracet: 240 tablets per month

The following drug has been added to the formulary: Combivent Respimat as a replacement to Combivent.

Effective September 15, 2013, members who wish to fill prescriptions for a buprenorphine product (e.g. Suboxone or Subutex) and an opioid (e.g. Tramadol) within a 30 day period will require Medical Necessity Authorization. Please contact BioScrip at 1-800-555-8513 to request an authorization.

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Jai Medical Systems Managed Care Organization, Inc. (Jai Medical Systems) is a Medicaid health insurance company that provides health insurance for the state of Maryland through the HealthChoice program and the Primary Adult Care program.

THIS NEWSLETTER CONTAINS IMPORTANT INFORMATION FOR HEALTHCARE PROFESSIONALS SERVING OUR MEMBERS.

Jai Medical Systems

Updates and Reminders:

◆ *Administrative Appeal Timeframes*

Please note that providers have 180 calendar days to submit a first level appeal from the date of Explanation of Payment (EOP) for the claim in question. Providers have 30 calendar days to submit a second level appeal from the date of the first level appeal's determination letter. Providers have 85 business days to submit a third level appeal from the date that the first level appeal was received.

◆ *Provider Portal*

Participating providers are encouraged to utilize our Provider Portal to inquire about member eligibility, claim status, appeal status, and much more! To begin using our provider portal, please visit:

www.jaimedicalsystems.com

If you have any questions or concerns, please contact:

**Provider Relations
Department**
at
1-888-JAI-1999.

Please visit us online at www.jaimedicalsystems.com or you may scan below to access our website with your Smartphone:



Provider and Member Satisfaction Survey Results

Provider Survey Results

In October 2012, providers were requested to complete the Jai Medical Systems Internal Provider Satisfaction survey. Survey results indicate that Jai Medical Systems received an overall performance rating of "excellent" or "good" from 91% of the providers who completed the survey. Services complimented by providers include claims and authorizations processing. Further 91% of providers surveyed reported that they would recommend participation with Jai Medical Systems. Areas for improvement identified through the survey include appeals processing. We greatly appreciate your feedback and will make every effort to address any concerns identified by our surveys. If you have any suggestions to help us improve our service, please contact the Provider Relations Department at 1-888-JAI-1999.

Member Survey Results

The 2012 Internal Member Satisfaction surveys were distributed to both HealthChoice and Primary Adult Care (PAC) members with the 2012 Fall member newsletter. Surveys were collected and analyzed at the end of 2012 and resulted in an overall satisfaction rating of 83% from our HealthChoice members and 80% from our PAC members. Areas identified for improvement include *Amount of Time Spent Waiting to See the Doctor* and the *Amount of Time Spent with the Doctor*. The areas that our members ranked us highly in were *Willingness of Doctor to Explain Medical Problems and Treatment* and *Doctor's Explanation of Prescription Medications*.

CAHPS®

Annually, Jai Medical Systems' HealthChoice members have the opportunity to complete a national satisfaction survey called the Consumer Assessment of Healthcare Providers and Systems (CAHPS®). The vendor who collects and reports the results for the CAHPS® survey also sends our PAC members and our participating providers a survey to rate us against other Managed Care Organizations (MCOs) that is similar to the CAHPS® survey.

The member satisfaction survey results are compared against other MCOs throughout the state and nation. The 2012 CAHPS® survey ranks *Shared Decision-Making* and *How Well Doctor Communicates* as our highest performing areas for our adult HealthChoice members. Our ranking for *Shared Decision-Making* and *How Well Doctor Communicates* is at or above 95% for children. The PAC survey results showed our highest performing area is *How Well Primary Care Provider Communicates*.

The results from the 2012 CAHPS® provider survey once again rank Jai Medical Systems significantly higher than all other HealthChoice MCOs in every category, including *Financial Issues*, *Customer Service/Provider Relations*, *Utilization Management*, and *Overall Satisfaction*. Our providers' overall satisfaction rating is 85%.

The 2013 CAHPS® surveys were distributed to members and providers in the Spring of 2013 and final results will be available at the end of 2013. Thank you for your positive feedback and for your great work with our members!

Substance Abuse Billing Tips

Please refer to the list below which highlights appropriate billing and treatment information for substance abuse providers:

- ◆ Authorization should be obtained by contacting the Jai Medical Systems Substance Abuse Coordinator, Jemma Chong-Qui, prior to treatment. Ms. Chong-Qui may be reached at 1-888-JAI-1999.
- ◆ Substance Abuse providers should not include an individual provider name in Block 31 when billing on a CMS-1500 claim form.
- ◆ Please only use LabCorp for any necessary lab services.