

### A Message from the Director of Provider Relations

**Summer Medicaid Loss of Eligibility Alert!** Jai Medical Systems would like to inform all providers about the significant number of Medicaid recipients that will need to re-qualify for Medicaid eligibility during the Summer of 2015. Specifically, during the months of June, July, August, and September, more than 250,000 people will need to re-qualify for Maryland Medicaid. We ask that all providers assist us with ensuring that members that have lost eligibility are encouraged to re-apply for Maryland Medicaid.

Some recipients may be confused about how to re-determine. Please let affected individuals know that there are many ways to re-apply for eligibility including the following:

- Visiting the Maryland Health Connection online at [www.marylandhealthconnection.com](http://www.marylandhealthconnection.com),
- By phone at **1-855-642-8572**, or
- By visiting their local DSS office or Navigator.

Please let recipients also know that they can contact our Customer Service Department for assistance at 1-888-JAI-1999.

We appreciate your cooperation with this important matter and encourage any providers with questions to contact our Provider Relations Department at 1-888-JAI-1999. On behalf of the Provider Relations Department, I hope that you have a wonderful summer, and please feel free to contact me directly with any questions.

Regards,



Kristin Yursha  
Director of Provider Relations

### Provider Fee Schedule Update Effective July 1, 2015

Effective July 1, 2015, the State of Maryland will implement new fee schedule rates for Medicaid Evaluation and Management procedure codes. In compliance with Maryland Medicaid rules and regulations, Jai Medical Systems will increase its reimbursement rate for designated Evaluation and Management procedure codes based on the new Medicaid rates. This change will increase the reimbursement for the Evaluation and Management codes by approximately 5%. Participating providers will receive 101% of the new Maryland Medicaid rate for the Evaluation and Management procedure codes for all dates of service occurring on or after July 1, 2015.

If you have any questions or concerns regarding this matter, please feel free to contact our Provider Relations Department at 1-888-JAI-1999.

### Frequently Asked Questions

#### How to contact us?

**Provider Relations**  
1-888-JAI-1999

**Utilization/Case Management**  
410-433-5600

**Customer Service**  
1-888-JAI-1999

**DentaQuest**  
1-800-341-8478

**Superior Vision**  
1-866-819-4298

#### Where do I send Claims?

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

**Electronic Claims**  
Register at  
[www.claimsnet.com/jai](http://www.claimsnet.com/jai)



#### Where do I send Appeals?

**All appeals for Medical Record Review should be addressed and mailed to:**

Jai Medical Systems  
P.O. Box 39659  
Baltimore, MD 21212  
Attn: Medical Record Review

**All other appeals should be addressed and mailed to:**

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

#### Inside this issue:

**A Message from the Director of Provider Relations** 1

**Update: Provider Fee Schedule Notice CY 2015** 1

**Frequently Asked Questions** 1

How to contact us?

Where do I send Claims?

Where do I send Appeals?

**Updates and Reminders** 2

**Provider and Member Satisfaction Survey** 2

**CAHPS®** 2

**General Recommendations** 2

#### Jai Medical Systems:

- 5010 York Road  
Baltimore, MD 21212
- Phone: 1-888-JAI-1999
- Hours of Operation:  
Monday through Friday  
9AM-6PM

**Updates and Reminders:**

- ◇ 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**
- ◇ Please visit **www.jaimedicalsystems.com/providers/pharmacy/** for our most current formulary as well as all formulary updates and changes.
- ◇ Please make sure to contact the **Utilization Management Department** at 410-433-5600 for final approval of services and procedures requiring prior authorization. For a list of services and procedures that require prior authorization, please visit **http://www.jaimedicalsystems.com/providers/provider-resources/**
- ◇ To all PCPs: when in need of **more referrals**, please contact the Provider Relations Department at 1-888-JAI-1999 and they will be mailed out to your organization the same day.
- ◇ It is against the law to commit **Fraud and Abuse**. You can report **Fraud and Abuse** without fear of reprisal. To report or find more information on **Fraud and Abuse**, please call the Fraud and Abuse Compliance Officer at 1-888-JAI-1999 or visit **www.jaimedicalsystems.com/members/report-fraud-abuse/**
- ◇ Please note that our vision care vendor has changed their name from Block Vision to **Superior Vision** effective, January 1, 2015.

**Provider and Member Satisfaction Survey Results****Provider Survey Results**

In November 2014, providers were requested to complete the Jai Medical Systems' Internal Provider Satisfaction survey. The 2014 survey included revisions to questions from previous years in order to obtain new information from our valued providers. Survey results indicated that Jai Medical Systems received an overall positive rating from 92% of the providers who completed the survey. Further, 84% of providers surveyed reported that they would recommend participation with Jai Medical Systems.

We greatly appreciate the feedback and will make every effort to address any concerns and recommendations identified by our provider surveys and provider survey follow-up. We hope that these efforts will continue to improve satisfaction and communication with our participating providers. If you have any additional suggestions to help us improve the services that we offer, please contact the Provider Relations Department at 1-888-JAI-1999.

**Member Survey Results**

The 2014 Internal Member Satisfaction surveys were distributed to the HealthChoice members with the 2014 Fall member newsletter. Surveys were collected and analyzed at the end of 2014 and resulted in an overall satisfaction rating of 86% from our members. An area identified for improvement was the *Amount of Time Spent Waiting to See the Doctor (with and without an appointment)*. The areas that our members ranked us highly in were *Willingness of Doctor to Explain Medical Problems and Treatment, Doctor's Explanation of Prescription Medications, and Doctor's Attention Given to What You Had to Say*.

**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 member satisfaction survey results are compared against other MCOs throughout the state and nation. The 2014 CAHPS® survey ranks *How Well Doctor Communicates* as our highest performing area for our adult HealthChoice members. Our rankings for *How Well Doctor Communicates and Getting Care Quickly* are at or above 93% for children.

The results from the 2014 CAHPS® provider survey once again rank Jai Medical Systems significantly higher than all other HealthChoice MCOs in the following categories; *Financial Issues, Customer Service/Provider Relations, and Utilization Management*. Our providers' overall satisfaction rating is 78%. The 2015 CAHPS® surveys were distributed to members and providers in the Spring of 2015 and final results will be available at the end of 2015. Thank you for your positive feedback and for your service to our members!

**General Recommendations**

Below is a summary of recommendations we would like to offer to our providers based on common questions we receive:

⇒ *Inpatient Stays:*

For both professional and facility claims, please wait to submit your claim until the member has been discharged and the final authorization has been issued.

⇒ *Appeals:*

Please make sure to specify the level of appeal that you are submitting (i.e. 1st, 2nd, or 3rd). This should be included on the appeals cover letter.

⇒ *Demographic Information:*

If you need to verify a member's demographic information, please contact our Customer Service Department at 1-888-JAI-1999 or utilize our provider portal (i.e. name, date of birth, member ID number).