JAI MEDICAL SYSTEMS
MANAGED CARE ORGANIZATION, INC.
PROVIDER NEWSLETTER

Jai Medical Systems Managed Care Organization, Inc.

5010 York Road Baltimore, MD 21212

Hours of Operation: 9AM-6PM

Toll Free Number: 1-888-JAI-1999

A Message from the Director of Provider Relations

Effective January 1, 2015, the State of Maryland will cover Substance Abuse treatment services for all Medicaid recipients, including members of Jai Medical Systems, through the administrative services organization, ValueOptions. Please note that effective January 1, 2015, you must coordinate Substance Abuse treatment services with the State's designated vendor, ValueOptions. Please be aware that Jai Medical Systems will reimburse providers for all appropriately authorized Substance Abuse treatment services provided for dates of service occurring prior to January 1, 2015. However, Jai Medical Systems will not reimburse providers for Substance Abuse treatment services that are covered services of ValueOptions, provided after December 31, 2014 as listed in the updated COMAR regulation 10.09.70.

Substance Abuse Treatment Providers must be enrolled with Maryland Medicaid and registered with ValueOptions in order to receive payment for services after December 31, 2014. Please ensure that your organization has taken all necessary steps to become a participating provider with ValueOptions in order to ensure continuity of care for our members and to receive payment for services. If you are not already enrolled as a Medicaid provider, complete and submit the provider application and agreement online at http://dhmh.maryland.gov/providerinfo. If you are already enrolled or once you become enrolled, register with ValueOptions online at http://maryland.valueoptions.com/providers.htm.

For questions regarding Medicaid Provider Enrollment, please contact DHMH.BHEnrollment@maryland.gov. For questions related to the Behavioral Health Integration, **please call ValueOptions at 1-800-888-1965,** option 6 then option 8 for the consult line. For additional information, please visit the ValueOptions website at http://maryland.valueoptions.com/.

Best,

Kristin Yursha

Kristin Yursha
Director of Provider Relations

Online Services

There are many online services available for our members and providers. Some of the information available on our general website and provider portal is listed in the following chart. If you prefer, all of this information is also available in print and by telephone. You may request this information by calling Jai Medical Systems at 1-888-JAI-1999.

Look on our website for additional information about our:	Provider Portal	General Website
Clinical Guidelines	★	
Utilization Management Decision Process	★	★
Pharmaceutical Management	★	
Formulary		★
Disease Management Programs		★
Quality Assurance Programs	★	
Member Rights and Responsibilties		★
Co-Payment Information		★
Web-Based Physican Directory	★	★
Web-Based Hospital Directory	★	★

Connect to Quit Corner

When addressing tobacco dependence combining long-acting nicotine replacement treatment (NRT) options, like the patch with sort-acting NRT, such as gum, lozenge, or spray, can support quitting. Additionally, combination pharmacotherapy, using Varenicline and Bupropion SR together, appears to be more effective than use of either alone (Ebbert et al., 2009). To learn more about best practices fore addressing tobacco dependence, visit http://mdquit.org/cessation-programs.

HEDIS 2014® Results

HEDIS® is a set of standardized performance measures sponsored, supported, and maintained by the National Committee for Quality Assurance (NCQA). The performance measures in HEDIS® are related to many significant public health issues such as cancer, heart disease, asthma, diabetes, and timely immunizations. HEDIS® evaluates the quality of care received by our members utilizing administrative data obtained through the ICD-9 and CPT codes that are submitted when medical services are billed. When necessary, this data is supplemented by medical record reviews to obtain information regarding services that may not have been reported.

The HEDIS® 2014 results are in! Jai Medical Systems scored exceptionally well in CY 2013. Thanks to the hard work of our participating providers, Jai Medical Systems exceeded both state and national standards in adolescent well care, postpartum care, well-child visits for children ages 3-6 years, cervical cancer screenings in women 21-64 years old, diabetic eye exams, and childhood and adolescent immunizations. In addition, in CY 2013, Jai Medical Systems also scored the highest in the State of Maryland for SSI adults and children!

We greatly appreciate your efforts in ensuring that our members continue to receive the highest quality care. Your commitment and dedication to serving the healthcare needs of Jai Medical Systems' members is commendable and we appreciate all that you do.

In CY 2014, Jai Medical Systems continued to focus on HEDIS® measures related to the treatment of asthma and hypertension by ensuring that qualified members were offered the opportunity to enroll in our new Disease Management Programs. Please contact the Provider Relations Department at 1-888-JAI-1999 with any questions or concerns you may have regarding HEDIS®.

Referral Quick Tips

To ensure that your claims are processed quickly and accurately, please make sure to follow these simple guidelines regarding referrals:

PCPs

◊ Please ensure that all referrals are completely filled out and written legibly.

◊ Please ensure that the member's information is correct and all provider information is filled out in its entirety.

◊ Once the referral has been completed, fax one copy to Jai Medical Systems' Claim Processing Center, fax number 1-866-381-7200, and one copy to the Specialist or Facility.

Specialists

◊ Verify that a valid referral was obtained prior to rendering services.

◊ If you are unsure of referral information (date the referral was issued, service location, services desired, etc.), please contact the member's PCP to verify what is being requested.

◊ Confirm that the referral was issued by the member's current PCP or covering PCP in that group, if applicable.

◊ For paper claims: when submitting a claim, attach a copy of the referral with the claim to assure that the claim is processed with the correct referral.

◊ For electronic claims: Fax a copy of the referral to Jai Medical System's Claim Processing Center prior to claim submission; the fax number is 1-866-381-7200.