



PROVIDER NEWSLETTER

Jai Medical Systems Managed Care Organization, Inc.

Volume LIV

Winter 2015

A Message from the Director of Provider Relations

On behalf of Jai Medical Systems, I would like to thank each of our providers for participating in our provider network and thank everyone for their dedication to our members. We wish you a safe holiday and a happy New Year!

We are excited to announce that we have added Greater Baltimore Medical Center, Inc. (GBMC) and LifeBridge Health, Inc. (LifeBridge) to our participating provider network. Effective December 15, 2015, GBMC's Primary Care Network, Specialty Care Network, and Hospital will become participating providers in the Jai Medical Systems provider network.

We will be adding two more LifeBridge Hospitals, Carroll Hospital Center and Levindale Hebrew Geriatric Center and Hospital, as well as the LifeBridge Primary Care Network, effective January 1, 2016, to the Jai Medical Systems provider network.

For a complete listing of GBMC and LifeBridge providers and locations, please visit our online directory at www.jaimedicalsystems.com or call our Customer Service Department at 1-888-JAI-1999.

Best Wishes,

Kristin Yursha
Director of Provider Relations

Case Management & Disease Management Programs

Complex Case Management and Case Management programs are available for Jai Medical Systems' members, who have serious medical conditions or have complex and/or special needs. These services provide support and guidance to those members that need or would like extra assistance with their health care. Our Case Managers can also assist with care coordination. Below are some examples of medical conditions or circumstances where Case Management or Complex Case Management may be helpful:

- Individuals with Hepatitis C
 - People with HIV or AIDS
- Pregnant women and women who have recently had a baby
 - Special Needs Children
- Individuals with Developmental Disabilities
 - Individuals with Physical Disabilities
- People with Substance Abuse problems
- People who need an Organ Transplant
 - People with Asthma/COPD
 - People with Cancer
- People who need dialysis or who are receiving dialysis
 - People with Diabetes
- People who need special durable medical equipment
- People who use the Emergency Room (ER) frequently

In addition, Jai Medical Systems has developed Disease Management Programs to assist your patients suffering with hypertension and asthma to better understand their condition, update them on new information about hypertension and asthma, and provide them with assistance from our staff to help them manage their disease. The programs were designed to reinforce your treatment plan for the patient.

For more information about Case Management services, Complex Case Management services, and/or Disease Management programs offered by Jai Medical Systems, or to refer a patient of yours who is a Jai Medical Systems member, please contact our Director of Customer Service at 1-888-JAI-1999. There is also additional information available on our website: <http://www.jaimedicalsystems.com/members/case-management/>

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Jai Medical Systems

301 International Circle
Hunt Valley, MD 21030

Phone: 1-888-JAI-1999

Hours of Operation:
Monday through Friday
9AM-6PM



Updates & Reminders:

◇ **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

◇ **Fraud and Abuse:**

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

◇ **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.

◇ **24 Hour Nurse Advice Line:**

Please inform members about our 24 Hour Nurse Advice Line, where members can be assisted with information regarding their health, wellness, or preventive care. Our 24 Hour Nurse Advice Line provides members with 24 hour telephone access to Registered Nurses, phone number 1-844-259-8613.

◇ **Health Risk Assessment:**

Please encourage members to utilize our new online wellness portal, located at www.jmslivelifewell.com. Our wellness portal features wellness tips, health education videos, and a health assessment that members can complete.

◇ **Pharmacy Update:**

Please visit www.jaimedicalsystems.com for our most current formulary as well as all formulary updates and changes.

Visit Us Online

There are many online services available for our members and providers. Many of the resources listed in this chart are available at www.jaimedicalsystems.com.

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:	Member Portal	General Website
Member Rights and Responsibilities		*
Notice of Privacy Practices		*
Fraud and Abuse Detection Program		*
Member Handbook	*	
Quality Assurance Programs	*	*
Disease Management Programs		*
Utilization Management Decision Process		*
Benefits and Services (Including Recent Updates)		*
Pharmacy Benefits and how to use		*
Co-Payment Information		*
Health Assessments		*
Self-Management Tools		*
Web-Based Physician Directory	*	*
Web-Based Hospital Directory	*	*

Provider Credentialing & Contact Information

In order to join and maintain participation status with the Jai Medical Systems network, each provider must comply with our Credentialing and Recredentialing requirements. We also kindly request that all providers provide us with the most up-to-date information about their organization in order to ensure we provide the most accurate information to our members and providers. In early December, the Provider Relations Department sent out the annual provider verification letter. Please ensure that you review this information and update any applicable information.

If at any point in time, you find inaccurate information represented on in print or on our online directory, please let us know by completing a Provider Data Exchange Form,. This form can be found on our website at www.jaimedicalsystems.com. Once completed, please mail this form to the Provider Relations Department at Jai Medical Systems, Attn: Provider Relations, 301 International Circle, Hunt Valley, MD 21030, or fax this form to 410-433-4615, Attn: Provider Relations.

We need your email address. The Provider Relations Department would like to strongly encourage all participating providers to send us their email address. By sending us your email address, you will be able to receive important information about Jai Medical Systems and our members. To register for email alerts, please send an e-mail to providerrelations@jaimedical.com with your current email and please include your name, title, organization name, phone, and fax number along with it. Please feel free to call the Provider Relations Department at 1-888-JAI-1999 with any questions that you have.

Services & Procedures Requiring Prior Authorization



Jai Medical Systems requires prior authorization for specific services and procedures. All requests must go through the PCP office for approval before being reviewed by the Utilization Management Department. For a list of services and procedures that require prior authorization, please visit: www.jaimedicalsystems.com.

If you do not see the service or procedure listed online for which you are seeking approval, or if you are unsure if a service or procedure requires prior authorization, please contact our Utilization Management Department at 1-888-JAI-1999.

To avoid unnecessary delays, please send authorizations requests at least seven (7) days before the date of the procedure. Only written authorizations issued by JMSMCO are valid.

Lab Services Requiring Prior Authorization

Jai Medical Systems requires prior authorization for certain lab services.

All requests must go through the member's PCP for approval before being reviewed by the Utilization Management Department. For a list of lab services that require prior authorization please visit: www.jaimedicalsystems.com