



Jai Medical Systems Managed Care Organization

Provider Newsletter

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Jai Medical Systems Receives Highest National Rating for Third Year in a Row



We are pleased to announce that Jai Medical Systems is one of the Highest Rated Medicaid Health Insurance Plans in the United States for 2018-2019, according to the National Committee for Quality Assurance (NCQA) Medicaid Health Insurance Plan Ratings. For 2018-2019, Jai Medical Systems earned a rating of 5 out of 5 in the NCQA Medicaid Health Insurance Plan Ratings for the **THIRD** consecutive year. No other Medicaid Health Plan has earned a rating of 5 out of 5 three years in a row. In addition, for the fourth year in a row, Jai Medical Systems has also earned NCQA's highest Accreditation status of *Excellent*. We cannot achieve such high ratings without the assistance of our participating providers. Thank you for your participation and service to our members. For more information about our NCQA Accreditation and Health Plan Rating, please check out our press release at <https://www.jaimedicalsystems.com/blog/>

Provider Network Expansion

In order to accommodate the growing needs of our members, Jai Medical Systems is expanding its provider network throughout the State of Maryland. Applications are now being accepted from primary care providers, specialty care providers, hospitals, specialty care networks, and ancillary care providers who are interested in joining our network. If you know any providers who may be interested in joining our network, please have them contact our Provider Relations Department at 1-888-JAI-1999 or via e-mail at providerrelations@jaimedical.com.

Provider Billing Tips

To ensure that your claims are processed quickly and accurately, please make sure to follow these simple guidelines regarding billing practices, referrals, and authorizations. Jai Medical Systems follows the Maryland Medicaid billing guidelines for claims billing. You may find a copy of the most recent Maryland Medicaid Billing Instructions at <https://mmcp.health.maryland.gov/Pages/Provider-Information.aspx>. When submitting the following type of claim, please ensure that you have appropriately followed the Maryland Medicaid Billing Instructions in addition to the below listed Jai Medical Systems claims submission guidelines:

Paper Claims

- Please attach a valid, completely filled out, legibly written referral, outpatient authorization, or inpatient authorization, when applicable.
- Please include the appropriate authorization number for the claim being billed in block 23 for the CMS1500 form and block 63 for the UB-04, when applicable.
- Please attach a copy of the member's primary insurance Explanation of Payment (EOP) or Remittance advice, when applicable.

Electronic Claims

- Please fax one copy of a valid completely filled out, legibly written referral, outpatient authorization, or inpatient authorization, when applicable, to Jai Medical Systems' Claims Processing Center at 1-866-381-7200, prior to claim submission.
- Please ensure the authorization number, that is valid for the claim, is transmitted in the appropriate field on the electronic claim format.
- Indicate any information regarding the member's primary insurance and any payment made from the third party payer (TPP).

301 International Circle
Hunt Valley, MD 21030

Phone: 1-888-JAI-1999

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

Visit us online:

www.jaimedicalsystems.com



2018-2019

For more information regarding our billing guidelines, please visit our website at <https://www.jaimedicalsystems.com/providers/provider-billing/>.

Jai Medical Systems Updates & Reminders:

◆ Electronic Claims Submission:

To submit claims electronically, providers must register with ClaimsNet website at

www.claimsnet.com/jai

When applicable, prior to submitting your claims, please fax the appropriate authorization or referral to Fax Number: 1-866-381-7200.

◆ 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 our website at

www.jaimedicalsystems.com.

◆ Prior Authorization Guidelines:

Jai Medical Systems requires a prior authorization (PA) be obtained for certain services and procedures. Prior to submission of a PA request, approval for the applicable procedure must be received from the Primary Care Provider. For a listing of procedures and services requiring a PA, please visit our website at www.jaimedicalsystems.com/providers/provider-resources/. If you do not see a procedure or service listed or would like to see if a PA may be required, please feel free to contact our Utilization Management Department at 1-888-JAI-1999.

◆ 24 Hour Nurse Advice Line:

Please inform members about our 24 Hour Nurse Advice Line. To access, members should call 1-844-259-8613.

◆ Claims Appeal Timeframes:

Please note that providers have 180 calendar days to submit a first level appeal from the date of Explanation of Payment 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.



Vaccinating Maryland's Adolescents against HPV

We are asking for your help in addressing the State of Maryland's public health initiative in immunizing Maryland's adolescents against Human Papillomavirus (HPV). As you are aware, the HPV vaccine is very important because it protects against cancers caused by human papillomavirus infection. During this time of the year, many adolescents will be checking in with their Primary Care Providers for important well child checks and immunizations, such as the flu shot. If age-appropriate, please educate the parent and/or guardian about the importance of initiating and/or completing the HPV vaccination series. Recent studies have shown that a patient who receives a strong provider recommendation is four to five times more likely to receive the HPV vaccine.

Prescription Drug Monitoring Program Use Mandate

In 2016, as a response to the opioid crisis and an increase in overdose deaths, the State of Maryland passed HB 437, which created the Maryland Prescription Drug Monitoring Program (PDMP). The goal of the PDMP was to help prescribers identify and prevent prescription drug abuse.

Since its creation, opioid prescribing providers have been required to be registered with the PDMP before obtaining a new or renewing a controlled dangerous substance registration. In addition, since July 1, 2018, Maryland's PDMP Use Mandate has taken effect. The PDMP Use Mandate requires prescribers to request and assess PDMP data under the following circumstances:

- Before beginning a new course of treatment with an opioid or benzodiazepine, or
- When a course of treatment with an opioid or benzodiazepine extends beyond 90 days. In this case, prescribers must query again at least every 90 days thereafter before prescribing or dispensing the opioid or benzodiazepine.

To comply with these requirements, prescribers must document in the patient's health record that the PDMP data was requested and accessed prior to prescribing any opioid or benzodiazepine.

For more information regarding the PDMP Use Mandate or how to register to access PDMP data, please refer to the Maryland Department of Health's website at <http://bha.dhmh.maryland.gov/PDMP>.

Multivitamin Coverage

Please be advised that the multivitamin Xyzbac is specifically excluded from coverage on the Jai Medical Systems formulary. Several adult multivitamins that are covered include the following:

Multivitamin - NDC Code

Adult One Daily Multivitamin - 96295-0128-30	Century Tablet - 46122-0087-78
Aquadeks softgel - 58914-0011-06	Daily-Vite Tablet - 00536-3547-01
Central-vite Tablet - 10939-0021-22	Once Daily Tablet - 62107-0039-01
Centrum Silver - 00005-4179-60	Vitamin and Minerals Tablet - 00904-5042-60

Visit Us Online

There are many online services available for our members and providers. The resources listed in the chart to the right are available on our provider portal or at www.jaimedicalsystems.com.

If you prefer, all of this information is also available in print and/or by telephone. You may request this information by calling the Provider Relations Department 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 (including updates and notices)		★
Quality Assurance Programs	★	★
Fraud and Abuse Detection Program		★
Disease Management Programs		★
Member Rights and Responsibilities		★
Co-Payment Information		★
Web-Based Physician Directory	★	★
Web-Based Hospital Directory	★	★