

### Provider Quick Reference Guide

Thank you for being a participating provider with Jai Medical Systems Managed Care Organization. We have developed this quick reference guide to assist our providers. For the most up-to-date information about Jai Medical Systems, please visit our website at <a href="https://www.jaimedicalsystems.com">www.jaimedicalsystems.com</a>. Our website provides detailed information regarding our Clinical Guidelines, Utilization Management Program, Formulary, Quality Assurance Program, Disease Management Programs, Member Rights and Responsibilities, Prior Authorization Requirements, and Online Provider Directory.

### Member Identification Card



Managed Care Organization, Inc. 1-888-JAI-1999

DOB: 05/14/05

Name: John Sample
Effective Date: 07/01/14

Member ID#: 12345678900

PCP: Dr. Jones

PCP's Phone: 123-456-7890

RX BIN: 610084 RX PCN: CLAIMNE RX GRP: Q9016
PLEASE PRESENT THIS CARD FOR ALL SERVICES

#### **IMPORTANT INFORMATION**

Jai Medical Systems Managed Care Organization, Inc. is a Maryland HealthChoice MCO. Providers rendering services are independent and not the actual or apparent agents of Jai Medical Systems Managed Care Organization, Inc.

#### MEMBERS

- Certain health care services must be coordinated by your Primary Care Provider (PCP).
- To reach your PCP after hours or on weekends, please call your PCP's phone number.
- For a complete list of covered benefits and services, please refer to your Member Handbook.

#### **PROVIDERS**

- Please call the EVS hotline at 1-866-710-1447 to verify eligibility prior to rendering services.
- Inpatient notification must be received within 24 hours of admission.
- For a complete list of services and procedures requiring prior authorization, please visit our website at www.jaimedicalsystems.com
- Payment for services is limited to properly authorized, covered benefits.

#### PHONE NUMBERS

Jai Medical Systems Customer Service: 1-888-JAI-1999
 Jai Medical Systems Utilization Review: 1-410-433-5600
 Pharmacist Help Line: 1-800-213-5640

Pharmacy Prior Authorization Line: 1-800-555-8513
HealthChoice Enrollee Help Line: 1-800-284-4510

LIMITATIONS & EXCLUSIONS APPLY Rev V2014.2

## Eligibility Verification

Please call the Maryland Department of Health (MDH) Eligibility Verification System (EVS) at 1-866-710-1447, on the date of service to verify member eligibility. You may also verify eligibility online using the MDH's EVS system at https://encrypt.emdhealthchoice.org/emedicaid/.

If you have any specific questions about a member's eligibility after using EVS, please call the Jai Medical Systems Customer Service Department at 1-888-JAI-1999.

### Important Phone & Fax Numbers

For general information regarding Jai Medical Systems and for Customer Service support, please contact us at 1-888-JAI-1999. By calling this number, you may reach our Provider Relations Department, Case Management Department, as well as receive information regarding Claims and Appeals.

### **Important Phone Numbers**

Jai Medical Systems 1-888-JAI-1999 Eligibility Verification System 1-866-710-1447 Pharmacist Help Line 1-800-213-5640 Pharmacy Prior Authorization 1-800-555-8513 Behavioral Health (Optum) 1-800-888-1965 **DentaQuest** 1-855-398-8414 Maryland Healthy Smiles (Scion) 1-855-934-9812 Superior Vision 1-800-879-6901

#### **Important Fax Numbers**

Provider Relations 410-433-4615 or 410-403-1816 Customer Service 410-856-1075 Utilization/Case Management 410-433-8500 Authorizations/Referrals Fax Line 1-866-381-7200



### Primary Care Provider (PCP) Responsibilities

Each member's PCP is responsible for issuing referrals for care beyond the scope of the PCP's practice. Please use either the Jai Medical Systems Referral Form or the Maryland Uniform Consultation Referral Form. Please complete the form legibly. To request Jai Medical Systems referral forms, please contact our Provider Relations Department.

Please fax all completed referral forms to 1-866-381-7200. Please only refer members in-network to participating providers listed in the Jai Medical Systems Provider Directory, which is available online.

## Pre-Certification & Prior Authorization

Please visit our website, www.jaimedicalsystems.com, for a comprehensive list of services that require pre-certification and/or prior authorization.

For questions regarding prior authorization of a service and/or procedure, please contact the Utilization Management Department at 410-433-5600.

# Pharmacy

Please prescribe covered medications listed on the Jai Medical Systems Formulary, unless medically necessary circumstances dictate non-formulary prescriptions. Our formulary can be found online at <a href="https://www.jaimedicalsystems.com">www.jaimedicalsystems.com</a>, or through Formulary Navigator.

Formulary medications marked with a "PA" require a prior authorization. Please refer to the Formulary for instructions on how to submit a prior authorization request for these medications. If you have questions about our pharmacy benefits, please contact ProCare Rx at 1-800-213-5640.

# Radiology

Jai Medical Systems is contracted with RadNet for radiology services. RadNet's organizations include Advanced Radiology, American Radiology, Maryland Imaging Network and Community Radiology. Please visit our website at <a href="https://www.jaimedicalsystems.com">www.jaimedicalsystems.com</a>, for a complete listing of RadNet locations.

### Participating Hospitals

Calvert Memorial Hospital
Carroll Hospital Center
Chester River Hospital Center
Doctor's Community Hospital
Dorchester General Hospital
Franklin Square Hospital
Good Samaritan Hospital
Greater Baltimore Medical Center
Harbor Hospital Center
Howard County General Hospital
Johns Hopkins Bayview Medical Center
Johns Hopkins Hospital
Levindale Hebrew Geriatric Center and Hospital
McCready Memorial Hospital

If you are having difficulty locating a particular provider, please contact our Provider Relations Department for assistance.

### **Specialist Responsibilities**

Please send reports to the PCP on clinical findings and follow-up with the PCP on the referral results and future needs of the member.

When submitting claims, please attach the referral to your claim. If the claim is submitted electronically, please fax the referral to 1-866-381-7200 prior to submitting the claim.

## Claims & Appeals

Electronic Claims: To submit electronic claims, please register at www.claimsnet.com/jai.

**Paper Claims:** Please mail paper claims to 301 International Circle, Hunt Valley, MD 21030, Attn: Claims Department. Please attach a copy of the authorization or referral form to each claim, if applicable.

For information regarding paper and electronic claims submissions, as well as the claims appellate process, please visit our website at www.jaimedicalsystems.com.

### Laboratory

Jai Medical Systems is contracted with LabCorp for all laboratory services. Please ensure that our members receive laboratory services from LabCorp. LabCorp maintains drawing stations throughout Maryland and provider drop boxes are available from LabCorp, upon request. If you have any questions, please feel free to contact LabCorp at 1-800-859-0391.

Memorial Hospital at Easton
Mercy Medical Center
Mt. Washington Pediatric Hospital
Northwest Hospital Center
Sinai Hospital of Baltimore
UM Baltimore Washington Medical Center
UM Charles Regional Medical Center
UM St. Joseph Medical Center
UMMC Midtown Campus
Union Memorial Hospital
University of Maryland Medical Center
University of Maryland Rehabilitation &
Orthopedic Institute