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## Thank you!

Happy Summer! We hope you are doing well and that your summer is off to a good start. Jai Medical Systems would like to take this opportunity to thank all of our providers for the care that they have provided to our members throughout the COVID-19 Pandemic. Your hard work and dedication are greatly appreciated. Thank you! In this newsletter, we will cover a variety of topics that you may find useful in your daily practice and in caring for our members. The most important topic covered is related to COVID-19 Vaccinations and vaccine availability.

## COVID-19 Vaccination Efforts

Maryland continues to make strides in its COVID-19 vaccination efforts. These vaccination efforts are having a meaningful impact on the COVID-19 pandemic here in Maryland. In fact, in June 2021, Maryland has experienced COVID-19 testing positivity rates below 1% for the first time. In addition, hospitalization rates are falling as more and more Marylanders receive the COVID-19 Vaccine.

Unfortunately, Maryland Medicaid vaccination rates lag behind the average vaccination rate for Maryland. Please help us get the word out and ensure that all Medicaid recipients, ages 12 and up, are vaccinated against COVID-19.

Further, please be aware that the current mass vaccination sites will not remain open indefinitely. We do anticipate that some of the mass vaccination sites will close as demand and utilization at mass vaccination sites dwindles. For this reason, it is critically important that as mass vaccination sites stand down; primary care providers stand up to help with vaccination efforts and fill the void left when mass vaccination sites are closed.

## How to Receive the COVID 19 Vaccine for your practice

At this time, COVID 19 vaccine supply is readily available. As indicated in our prior Newsletters, providers interested in receiving COVID-19 vaccine supply must register with **ImmuneNet**. For more information about ImmuneNet registration and to register, please visit [www.mdimmune.net](http://www.mdimmune.net). Please be aware that once approved by ImmuneNet, providers will need to order their vaccine supply directly from ImmuneNet. This includes directly ordering second doses as applicable and necessary directly from ImmuneNet.

If you require any assistance with registering with ImmuneNet, please do not hesitate to contact our Provider Relations Department.



## Updates & Reminders:

### Electronic Claims Submission

To submit claims electronically, providers must register with ClaimsNet at [www.claimsnet.com/jai](http://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](http://www.jaimedicalsystems.com)

### 24 Hour Nurse Advice Hotline

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



Audio-Only Primary Care Telehealth visits for Established patients, previously allowed under the Public Health Emergency, will continue to be covered through June 2023. Audio-Only visits will also remain covered for substance abuse and/or mental health services as established under the Preserve Telehealth Act of 2021.

# COVID-19 Vaccine Storage, Safe Handling, and Administration

In order to ensure positive outcomes with vaccination efforts; it is important to adhere to the Centers for Disease Control (CDC) guidance related to the COVID-19 vaccines. Please visit the CDC COVID-19 Vaccine web page and resources available at <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/index.html>. In addition to having the most up-to-date information related to safe storage and handling of COVID-19 vaccinations; there are helpful Modules available regarding many aspects of the COVID-19 vaccines.

## Have you enrolled with ePREP?

Maryland Medicaid requires all providers rendering care to Medicaid beneficiaries enroll with Medicaid's new electronic Provider Revalidation and Enrollment Portal (ePREP). Maryland's ePREP system is Medicaid's one stop shop for provider enrollment, re-enrollment, revalidation, information updates and demographic changes. According to the Maryland Department of Health, all providers submitting claims for HealthChoice members must enroll with ePREP as soon as possible.

**Failure to enroll in Maryland Medicaid's ePREP system and be an active provider will result in claims denials.**

To enroll or revalidate with Maryland Medicaid today, please visit the ePREP website at [www.ePREP.health.maryland.gov](http://www.ePREP.health.maryland.gov) or contact the ePREP call center at 1.844.463.7768.

If you have any questions about the ePREP enrollment process, please feel free to contact our Provider Relations Department today at 1-888-JAI-1999 or the Maryland Department of Health at [MDProviderRelations@automatedhealth.com](mailto:MDProviderRelations@automatedhealth.com).



## 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 kindly request that all providers provide us with the most up-to-date information about their organization. This information will ensure that we provide the most accurate information to our members and providers, and to ensure appropriate claims payment.

**Please also ensure that all staff in your office are aware of their participation status with Jai Medical Systems.**

We do not want members turned away because of a miscommunication! Please feel free to call the Provider Relations Department at 1-888-JAI-1999 with any questions.

## Claim Submission Guidelines

To ensure that your claims are processed quickly and accurately, please make sure to follow these simple guidelines regarding billing practices, referrals, and authorizations. When submitting any claim, please ensure that you have appropriately followed the Maryland Medicaid Billing Instructions in addition to the below listed items:

- Attach or Fax one copy of a valid, completely filled out and legibly written referral, outpatient authorization, or inpatient authorization, when applicable, to Jai Medical Systems' Claims Processing Center (fax number 1-866-381-7200) prior to claim submission.
- Include the authorization number that is valid for the claim being billed in the appropriate field.
- Indicate or attach a copy of the member's primary insurance Explanation of Payment (EOP) or Remittance advice showing any information regarding the member's primary insurance and any payment made from the third party payor (TPP), if applicable.

## Visit Us Online

Jai Medical Systems offers many helpful resources that are available online to both our members and providers. The resources listed in the chart below are available online either on our provider portal and/or on our website at [www.jaimedicalsystems.com](http://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 today at 1-888-JAI-1999.

<i>Look on our website for additional information about our:</i>	<i>Provider Portal</i>	<i>General Website</i>
Clinical Guidelines		★
Utilization Management Decision Process	★	★
Pharmaceutical Management		★
Formulary <i>(including updates and notices)</i>		★
Quality Assurance Programs	★	★
Fraud and Abuse Detection Program		★
Case and Disease Management Programs		★
Complex Care Program		★
Member Rights and Responsibilities		★
Co-Payment Information		★
Web-Based Physician Directory	★	★
Web-Based Hospital Directory	★	★

### Updates & Reminders:

#### E-Blast!

At Jai Medical Systems, we are continually striving to reduce our impact on the environment and improve provider satisfaction. If you would like to receive our newsletter online, please sign-up today by visiting our website at

[www.jaimedicalsystems.com](http://www.jaimedicalsystems.com).

#### Prior Authorization

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 should be received from the Primary Care Provider.

For a listing of procedures and services requiring a PA, please visit our website. If you do not see a procedure or service listed, or would like to see if a PA may be required for a particular service or procedure, please contact our Utilization Management Department at 1-888-JAI-1999.



**By Mail:**  
301 International Circle  
Hunt Valley, MD 21030

**By Phone:**  
1-888-JAI-1999

**By Email:**  
[providerrelations@jaimedical.com](mailto:providerrelations@jaimedical.com)

# It is against the law to commit Fraud and/or Abuse!

## Examples of Fraud and Abuse:

- Anyone who forges a physician's signature on a prescription medication or uses a physician's name to call a false prescription in to the pharmacy.
- Anyone who lies about having lost prescription medication.
- Anyone who gets prescription medication when they are not ill.
- Someone who used or is currently using a medical ID card that does not belong to them.
- Any member who excessively overutilizes emergency services when not necessary.
- A Provider who bills for services not rendered.

*Individuals suspected of committing fraud and/or abuse by Jai Medical Systems Managed Care Organization, Inc. will be submitted to the Maryland Department of Health– Office of Inspector General (DHMH-OIG) for further investigation.*



## How Do I Stop Fraud and Abuse?

We welcome and encourage you to report anything suspicious you may have seen.  
You can report suspected fraud and/or abuse without fear of reprisal.



## To Report Fraud and Abuse

You can call the Fraud and Abuse Compliance Officer: **1-888-JAI-1999**

Or write to:

Fraud and Abuse Compliance Officer  
Jai Medical Systems  
301 International Circle  
Hunt Valley, MD 21030