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A Message from the Director of Provider Relations

Dear Provider,

We hope that you are doing well this Summer Break! On behalf of Jai Medical Systems, I would like to take this opportunity to thank all of our providers for the care that they have provided to our members throughout the years and especially during the COVID 19 Pandemic, which continues to reverberate through our daily lives and work. Your hard work and dedication are greatly appreciated. Thank you!

In this newsletter, we have included variety of important topics that we hope that you find helpful. If you have any questions, as always, please contact a member of our team by dialing 1-888-JAI-1999.

Case Management and 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:

- People who use the Emergency Room (ER) frequently
- 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

In addition, Jai Medical Systems has developed Disease Management Programs to assist your patients suffering with hypertension and asthma. These programs have been designed to reinforce your treatment plan for the patient. Aspects of the programs include assisting patients with understanding their condition, updating them regarding new information about hypertension and asthma, and providing them with assistance from our staff to help them manage their disease. 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 the Customer Service Department at 1-888-JAI-1999.

Updates & Reminders

In order to ensure that our members are receiving the best medical care and attention, Jai Medical Systems would like for our providers to know about the HEDIS education available on the Provider Resources on our website located at www.jaimedicalsystems.com.

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

Online Health Education

Health Education materials are available to Jai Medical Systems members online. Members can access these materials by registering on the member portal located at www.jaimedicalsystems.com.

24 Hour Nurse Advice Line

Please inform members about our 24 Hour Nurse Advice Line. To access, members should call

Provider Satisfaction Survey



In order to deliver the best provider experience, on an annual basis, we seek out to we receive your feedback. Attached, please find a copy of our Annual Provider Satisfaction Survey.

Completed surveys may be returned by fax to 410.433.4615 or by email to providerrelations@jaimedical.com. We look forward to hearing from you!

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 properly enroll or remain in an active status with Maryland Medicaid's ePREP system WILL result in claim denials effective September 1, 2020 for dates of service beginning January 1, 2020.

To enroll or revalidate with Maryland Medicaid today, please visit the ePREP website at 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 via email at 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 patients 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 the following type of 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, legibly written referral, outpatient authorization, or inpatient authorization, where 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 HRXXXXXXX (referral), OAXXXXXFXXX (outpatient authorization), IAXXXXXFXXX or IAXXXXXIXXX (inpatient authorization) in the appropriate field. This field is located in block 23 for the CMS1500 form and block 63 for the UB-04.
- Indicate or attach a copy of the member's primary insurance Explanation of Payment (EOP) or Remittance advice any information regarding the member's primary insurance and any payment made from the third party payor (TPP), if applicable.

Visit Us Online

There are many services available online to both our members and providers. The resources listed in the chart below are available on our provider portal or on our website 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 today at

<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 opt out please select the unsubscribe button at the bottom of the email. To sign-up today, please visit our website at

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 must 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.

Contact Us

301 International Circle
Hunt Valley, MD 21030
Phone: 1-888-JAI-1999

Monday - Friday
9am-6pm