

JAI MEDICAL SYSTEMS MANAGED CARE ORGANIZATION, INC.

PROVIDER NEWSLETTER

SUMMER 2016

VOLUME LVI

SECRET SHOPPER PROGRAM & ANNUAL VERIFICATION



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Did you know that the federal government recently passed regulations requiring that Managed Care Organizations verify and ensure that demographic information about providers is accurate? It is true. Effective immediately, Jai Medical Systems is required to ensure that the information about our participating providers office hours, locations and other important provider contact information is correct at all times.

The State of Maryland is conducting *Secret Shopper* phone calls to survey our participating providers. The *Secret Shopper Program* began in September 2015

and unfortunately, some staff at some provider offices were not appropriately educated regarding their participation status with Jai Medical Systems. **Please ensure that all of your staff is aware of your participation status.**

Please also ensure that you inform Jai Medical Systems about any changes to your practice, including your hours of operation, phone number, fax number, etc. By informing us of changes as soon as they occur, we can ensure that our print and online provider directories reflect accurate information about your practice.

During the month of July, we will be

mailing to all of our participating providers a Provider Demographic Verification Letter. Please review this letter carefully to ensure that the information listed is accurate. If any information has changed, complete the form and return it so that we may update our records. Please note that demographic changes may be made at any time by calling our Provider Relations Department at 1-888-JAI-1999.

If you have any questions regarding the *Secret Shopper Program* or the annual verification letter, please feel free to contact the Provider Relations Department at 1-888-JAI-1999.

HELP KEEP JAI MEDICAL SYSTEMS #1! KNOW YOUR VALUE BASED PURCHASING INITIATIVES

On an annual basis, the State of Maryland Medicaid Program selects specific HEDIS and encounter based quality indicators for its *Value Based Purchasing Initiative*. The *Value Based Purchasing Initiative* is one of the methods used by the HealthChoice program to gauge the performance of participating Managed Care Organizations.

We would like to ensure that all of our participating providers are aware of the CY 2016 Value Based Purchasing Measures and Targets selected by the State of Maryland. Please review the Value Based Purchasing Measures and Targets. On a periodic basis, we will be sending you more specific information concerning the *Value Based Purchasing Initiative*, including strategies for success.

**SAVE A TREE,
SIGN UP FOR
E-NEWSLETTERS**

MEASURES AND TARGETS CY 2016

MEASURE	MINIMUM STANDARD	INCENTIVE STANDARD
ADOLESCENT WELL CARE	68%	73%
ADULT BMI ASSESSMENT	85%	88%
BREAST CANCER SCREENING	66%	71%
CONTROLLING HIGH BLOOD PRESSURE	63%	69%
POSTPARTUM CARE	70%	74%
WELL-CHILD 3-6	85%	88%
MEDICATION MANAGEMENT FOR PEOPLE WITH ASTHMA	31%	42%
ADOLESCENT IMMUNIZATIONS	75%	79%
LEAD SCREEN 12-23 MOS.	64%	69%
SSI ADULTS	84%	87%
CDC - HbA1c TESTING	89%	92%
SSI CHILDREN	83%	86%
IMMUNIZATION (COMBO 3)	79%	82%

At Jai Medical Systems, we are continually striving to reduce our impact on the environment. Please help us by signing up to receive our Provider Newsletter electronically via e-mail. By signing up today, you will receive newsletters, important notices, and other pertinent information electronically so that you never miss out. This information will be sent directly to the e-mail address provided, which may include applicable office staff and/or providers. E-mails will be sent on an as needed basis. To sign-up today, please visit our website, www.jaimedicalsystems.com.

JAI MEDICAL SYSTEMS

301 International Circle
Hunt Valley, MD 21030

Phone: 1-888-JAI-1999

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

PROVIDER NEWSLETTER

PROVIDER AND MEMBER SATISFACTION SURVEY RESULTS

Provider Survey Results

In December 2015, providers were requested to complete the Jai Medical Systems' Internal Provider Satisfaction Survey. Results indicated that 100% of providers surveyed reported that they would recommend provider participation with Jai Medical Systems. Further, providers indicated a high satisfaction rate with credentialing, Provider Relations and Utilization Management staff, and Quality Assurance initiatives and programs.

We greatly appreciate the feedback and will make every effort to address any concerns and recommendations identified by our provider surveys and provider survey follow-up. We hope that these efforts will continue to improve satisfaction and communication with our participating providers. If you have any additional suggestions to help us improve the services that we offer, please contact the Provider Relations Department at 1-888-JAI-1999.

Member Survey Results

The 2015 Internal Member Satisfaction surveys were distributed to the HealthChoice members with the 2015 Fall member newsletter. Surveys were collected and analyzed at the end of 2015 and resulted in an overall satisfaction rating of 85% from our members. An area identified for improvement was the *Amount of Time Spent Waiting to the Doctor* (with and without an appointment). The areas that our members ranked us highly in were *Willingness of Doctor to Explain Medical Problems and Treatment*, *Doctor's Explanation of Prescription Medications*, and *Doctor's Attention Given to What You Had to Say*.

CAHPS®

Annually, Jai Medical System's HealthChoice members have the opportunity to complete a national satisfaction survey called the Consumer Assessment of Healthcare Providers and Systems (CAHPS). The CAHPS member satisfaction survey results are compared against other MCOs throughout the state and nation. The 2015 CAHPS survey ranks *How Well Doctor Communicates* as our highest performing area for our adult HealthChoice members. Our rankings for *How Well Doctor Communicates and Getting Care Quickly* are at or above 96% for children.

The results from the 2015 CAHPS provider survey once again rank Jai Medical Systems higher than all other HealthChoice MCOs in the following categories; *Financial Issues*, *Customer Service/Provider Relations*, and *Utilization Management*. Our provider's overall satisfaction rating is 79%. The 2016 CAHPS surveys were distributed to members and providers in Spring 2016 and final results will be available at the end of 2016. Thank you for your positive feedback and for your service to our members!

VISIT US ONLINE

Over the past several years, Jai Medical Systems has greatly increased its online presence. We have recently launched a Facebook page and our webpage has been updated to include more user friendly information for both our members and providers. We are also updating our *Provider Portal* to make it more user friendly. Please see the chart for a list of information and resources that are available online via our website and provider portal.

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. As a reminder, our website, www.jaimedicalsystems.com, is the best source for the most up-to-date information about Jai Medical Systems.

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	★	★

Jai Medical Systems Updates & Reminders

- Provider Portal**
 Participating providers are encouraged to utilize our Provider Portal to inquire about claim status, appeal status, and much more! For more information about using our Provider Portal, please visit our website at www.jaimedicalsystems.com
- Pharmacy Update**
 Please visit www.jaimedicalsystems.com/providers/pharmacy/ for our most current formulary, as well as, all formulary updates and changes.
- Claims Appeal Timeframes**
 Please note that providers have 180 calendar days to submit a first level appeal from the date of Explanation of Payment (EOP) 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.
- 24 Hour Nurse Advice Line**
 Please inform members about our 24 Hour Nurse Advice Line. To access our 24 Hour Nurse Advice Line, members should call 1-844-259-8613.
- Connect to Quit Corner**
 Connect tobacco-using patients directly to the Maryland Quitline using MDQuit's Fax Referral program by contacting 1-800-Quit-Now