

Jai Medical Systems Managed Care Organization, Inc. Provider Newsletter

Winter 2021

Volume LXXII



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2021-2022

Jai Medical Systems Receives Highest National Rating Again!



We are pleased to announce that Jai Medical Systems Managed Care Organization, Inc. is once again one of the Highest Rated Medicaid Health Insurance Plans in the United States for 2021-2022, according to the National Committee for Quality Assurance (NCQA) Medicaid Health Insurance Plan Report Card. For 2021-2022, Jai Medical Systems earned a 5 out of 5 star rating from NCQA. In fact, Jai Medical Systems is the only Medicaid Health Plan in the United States to earn a 5-star rating from NCQA consecutively since 2016.

We cannot achieve such high ratings without the hard work and assistance of our participating providers. Thank you for your participation and service to our members. For more information about our NCQA Health Plan Rating, please check out our press release at www.jaimedicalsystems.com/blog/.

COVID-19 Vaccine Update

The Food and Drug Administration's (FDA) authorization and CDC's recommendation for use are important steps forward as we work to stay ahead of the virus and keep Americans safe.

For individuals who received a Pfizer-BioNTech or Moderna COVID-19 vaccine, the following groups are eligible for a booster shot at 6 months or more after their initial series:

65 years and older

Age 18+ who live in long-term care settings

Age 18+ who have underlying medical conditions

Age 18+ who work or live in high-risk settings

For the nearly 15 million people who got the Johnson & Johnson COVID-19 vaccine, booster shots are also recommended for those who are 18 and older and who were vaccinated two or more months ago.

There are now booster recommendations for all three available COVID-19 vaccines in the United States. Eligible individuals may choose which vaccine they receive as a booster dose. Some people may have a preference for the vaccine type that they originally received, and others may prefer to get a different booster. CDC's recommendations now allow for this type of mix and match dosing for booster shots. For more information, please visit <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/booster-shot.html>

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.

24 Hour Nurse Advice Line

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

Health Risk Assessment

Please encourage members to utilize our new online wellness portal, located at

www.jmslifelife.com.

Our wellness portal features wellness tips, health education videos, and a health assessment that members can complete.

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

Maryland Prenatal Risk Assessment

The Maryland Prenatal Risk Assessment (MPRA) process helps to identify women who have medical, nutritional, and psychosocial predictors of poor birth outcomes, and allows the patient, local health department, provider, and MCO to work together to promote the best possible birth outcome. The MPRA process is a key policy initiative that strengthens the linkage of the highest risk pregnant women to available support services. Please complete the questionnaires and once completed, fax to our Utilization Management Department at 410-433-8500.

Covid-19 Vaccine Administration Fee

Effective November 1, 2021, Jai Medical Systems will reimburse PCPs administering COVID-19 vaccines an enhanced vaccine administration fee of \$70.00. This is a \$30.00, or 75% increase, of the current COVID-19 Vaccine Administration rate being paid by Medicaid and Medicare. This enhanced COVID-19 vaccine administration rate will be applicable for dates of service November 1, 2021, through March 31, 2022. Please ensure that when you are billing our organization for the COVID-19 vaccine administration fee that you are billing a rate of \$70.00 in order to receive this enhanced reimbursement rate. If your practice is not currently administering COVID-19 vaccines, and you are interested in doing so, please contact our Provider Relations Department today at providerrelations@jaimedical.com.

Member Satisfaction Survey Results 2020

Jai Medical Systems receives results from member satisfaction surveys annually. Member satisfaction survey is an internal survey created by Jai Medical Systems and distributed with the member newsletter annually to receive additional feedback from our members. Based on results we received from the 2020 Jai Medical Systems internal survey, we felt a few areas of member satisfaction could be improved. Please review the attached charts that detail the responses to the questions we would like to improve upon before our members are surveyed again. We are informing you of these questions because you may be able to improve your patients' perceptions regarding these topics.

Jai Medical Systems Survey Questions	2019	2020	Change from CY2019 to
Customer Service skills of the medical staff and ability to assist with your questions	78.9% (Excellent/Good)	90% (Excellent/Good)	11.1% increase
	6.1% Poor	1% Poor	5.1% reduction
Knowledge of the medical staff and ability to assist with your questions	82.8% (Excellent/Good)	93% (Excellent/Good)	10.2% increase
After arriving at your doctor's office for care, how would you rate the amount of time waiting before you see your doctor for a scheduled	73.3% (Excellent/Good)	81% (Excellent/Good)	7.7% increase
	8.8% (Poor)	2% (Poor)	6.8% reduction
After arriving at your doctor's office for care, how would you rate the amount of time waiting before you see your doctor without an appointment?	65.7% (Excellent/Good)	73% (Excellent/Good)	7.3% increase
	10.2% (Poor)	9% (Poor)	1.2% reduction
How would you rate your ability to get an appointment with a specialist?	81.8% (Excellent/Good)	92% (Excellent/Good)	10.2% increase

CAHPS Survey Results

On an annual basis, many Jai Medical Systems' HealthChoice members have the opportunity to complete a national satisfaction survey called the Consumer Assessment of Healthcare Providers and Systems (CAHPS). The member satisfaction survey results are compared against other MCOs throughout the state and nation. The 2020 CAHPS survey showed that Jai Medical Systems members were very satisfied with *How Well their Doctor Communicates*. Both adult and child members rated us highly in this composite. We thank all of our participating providers for communicating with your patients so well! Additionally, The adult and child surveys also showed our members were very happy with our *Customer Service*. We thank you for your continued service to our members especially during this challenging year.

Formulary Changes/Updates

Effective immediately, the following products have been added to the formulary:

Generic Glucophage XR (please note that the generic versions of Fortamet and Glumetza remain non-formulary)

The following products had a change made to their limitations:

- **Myrbetriq** – The PA criteria has been updated to include a new diagnosis for use
 - (2) Neurogenic detrusor overactivity (NDO) in pediatric patientsFor that diagnosis, an additional criteria was also added:
 - Additional Criteria for NDO: aged 3 years and older and weighing 35 kg or more
- **Prandin and Invokana** – For both medications the PA criteria has been modified slightly and is now:
 - (a) Diagnosis of Type 2 diabetes mellitus
 - (b) Has not achieved adequate glycemic control on at least ONE of the following:
 - (1) Metformin (alone or in combination)

The following changes have also been made:

- **Opioid Quantity Limit** – Effective November 1, 2021, all members who are new to opioid therapy (defined as there being no fills for an opioid in the previous 90 calendar days) will be limited to no more than 14 day supplies after they have received their initial fill for an opioid; any fills for the initial fill of an opioid will remain limited to no more than a 7 day supply. Prior authorization will be required before an exception can be made for a supply longer than 14 days after the initial fill has been received. All members who are currently receiving opioids (with a fill for more than a 14 day supply in the past 90 days) will be able to continue receiving their current medications without a new prior authorization, unless they stop filling their medication for a gap of 90 days or more. For details about this change, or on how to get a prior authorization, go to <https://www.jaimedicalsystems.com/providers/pharmacy/> and look under Opioid Prescription Policy Changes.

(2) A Sulfonylurea (alone or in combination)

(3) A preferred DPP-4 inhibitor

(c) Contraindication to metformin, a sulfonylurea, OR a preferred DPP-4 Inhibitor

- **Tretinoin Topical Cream (0.1%, 0.05%, 0.025%) and Gel (0.01%, 0.05%, 0.025%)** Te Age Limit has been raised from 21 to 32
- **Hepatitis C Treatment PA Form Update** – The PA Form for Hepatitis C treatment has been updated based on an update to the Maryland Medicaid template removing reference to Substance Use Disorder history and will be made available on the website or on request. Older versions of the form will still be accepted as long as the necessary information is included with the request.

Updates & Reminders:

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.

E-Blast!

At Jai Medical Systems, we are continually striving to reduce our impact on the environment and improve provider satisfaction. Providers are automatically enrolled to receive emails from Jai Medical Systems. 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.

Jai Medical Systems does not prohibit, or otherwise restrict, a provider acting within the lawful scope of practice, from advising or advocating on behalf of a member who is his or her patient.



Contact Us

Providerrela

tions@jaimedical.com

301 International Circle

Hunt Valley, MD 21030

Phone: 1-888-JAI-1999

Hours of Operation:

Monday - Friday

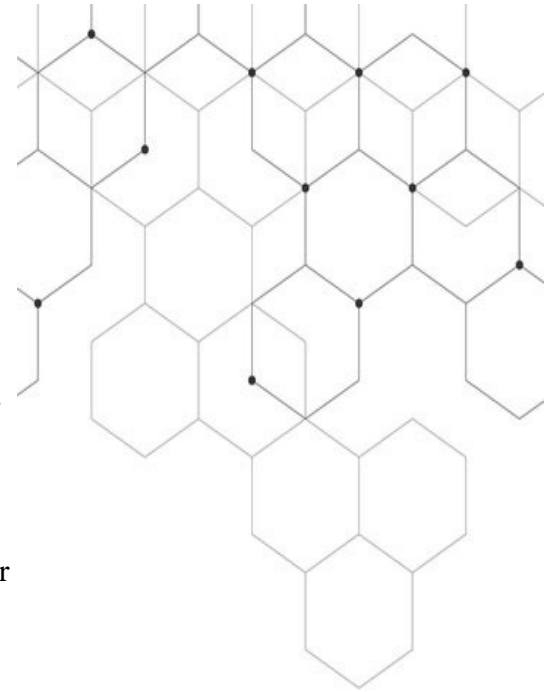
9am-6pm

Provider Satisfaction Survey

In order to deliver the best provider experience, it is important that we receive your feedback. Please complete the enclosed Provider Satisfaction Survey. Completed surveys may be returned by fax to 410.433.4615 or by email to providerrelations@jaimedical.com.



False Claims, Policies and You



The Federal and State False Claims Acts makes it a crime for any person or organization to knowingly present or conceal a false or fraudulent claim for payment to the United States government or to a government contractor, including claims submitted to Medicaid. To comply with the Federal Deficit Reduction Act, we would like to make you aware of your rights and responsibilities under the Federal and State False Claims Acts, administrative remedies, civil penalties, and the protections for whistleblowers under such laws. As an agent, contractor or vendor of Jai Medical Systems Managed Care Organization, Inc., our policies and procedures regarding this legislation not only apply to our employees, it also applies to you.

The criminal penalties for knowingly submitting fraudulent claims could include fines and/or imprisonment. In addition to criminal penalties, administrative remedies can include monetary penalties, costs of the civil action brought to recover any such penalty or damages, plus 3 times the amount of damages which are incurred by the government. These penalties are detailed in 18 U.S.C. Section 287 and 31 U.S.C. Section 3730 of the False Claims Act.

Also, according to the False Claims Act, federal law prohibits retaliation, and as a whistleblower, any employee, contractor, or agent is entitled to all relief necessary to be made whole if they are discharged, demoted, suspended, threatened, harassed, or in any other manner discriminated against by their efforts to stop a violation.

We welcome and encourage you to report anything suspicious. Below are a few examples of fraud and abuse:

- Billing for services that have not been rendered
- Falsifying a signature on a prescription
- Duplicate billing
- Inflating or misrepresenting services, units or procedures provided
- Billing for services that are not necessary

To report fraud & abuse or if you have any questions regarding our policies and procedures, please contact our Fraud and Abuse Compliance Officer at 1-888-JAI-1999. You can also write to:

Jai Medical Systems
301 International Circle
Hunt Valley, MD 21030

For more information regarding fraud and abuse, please visit our website: www.jaimedical.com.