

2025 QUALITY ASSURANCE ANNUAL REPORT

Jai Medical Systems Managed Care Organization, Inc. (JMSMCO) and its providers have closed out their twenty-eighth *full* year in the Maryland Medicaid HealthChoice Program. JMSMCO is committed to improving the quality of care that its members receive.

JMSMCO's Quality Assurance Program is designed to promote and facilitate the maintenance of good health and a sense of well-being to its members by offering superior quality of health care to the sick and those in need of diagnostic services and/or other treatment modalities.

The purpose of this program is to provide a formal process for continuous and systematic monitoring and evaluating the adequacy and appropriateness of health care and administrative services rendered to members of JMSMCO. This proactive process provides the mechanisms in which we study our processes so that we may then recommend changes when opportunities to improve are identified, incorporate recommended enhancements, and re-examine the components to assure improvements because of the process.

Annual EQRO Quality Assurance Review 2024

The Maryland Department of Health contracts with Qlarant as an External Quality Review Organization (EQRO). Qlarant performs annual quality reviews of our systems performance. In addition to the Systems Performance Review (SPR), Qlarant also performs the Healthy Kids Program Quality Monitoring Review of Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) services.

❖ Systems Performance Review (SPR)

JMSMCO received the CY 2024 SPR final report in June 2025. The final report noted proficiencies and deficiencies that were identified by Qlarant. The SPR evaluated the structure, process, and outcome of the systems that were reviewed. In addition, a smaller review was completed for CY 2025. We received an Exit Letter in January of 2026 that notified us of our scores for CY 2025. Please see the results of the SPR in the table below.

Table: Systems Performance – Annual EQRO Quality Assurance Review Results 2015-2025

Std #	Description	CY' 15	CY' 16	CY' 17	CY' 18	CY' 19	CY' 20	CY' 21	CY' 22	CY' 23	CY' 24	CY' 25
1	Quality Assessment and Improvement	100%	Met	NA	100%	NA	NA	100%	Met	NA	100%	NA
2	Accountability to the Governing Body	100%	NA	NA	Exempt	NA	NA	NA	Met	NA	100%	NA
3	Oversight of Delegated Entities	100%	Met	NA	100%	Met	NA	100%	NA	NA	100%	NA
4	Credentialing and Recredentialing	100%	Met	NA	Exempt	Met	NA	100%	Met	NA	100%	NA
5	Enrollee Rights	100%	Met	Met	100%	Met	Met	100%	Met	Met	100%	Met
6	Availability and Accessibility	100%	NA	Met	100%	Met	Met	100%	Met	NA	100%	NA
7	Utilization Review	100%	Met	Met	100%	Met	Met	100%	Met	NA	100%	NA
8	Continuity of Care	100%	Met	Met	100%	Met	Met	100%	NA	NA	100%	NA
9	Health Education Plan	100%	Met	NA	Exempt	NA	NA	NA	Met	NA	100%	NA
10	Outreach	100%	100%	NA	100%	NA	NA	100%	Met	NA	100%	NA
11	Fraud and Abuse	100%	NA	NA	100%	NA	NA	100%	NA	NA	100%	NA
12	Disenrollment Requirements and Limitations	NA	NA	NA	NA	NA	NA	NA	NA	NA	Baseline	Met

Qlarant conducts an audit of all standards and elements every 3 years. In the alternate years, only certain elements and standards are evaluated. These elements are chosen by Qlarant, and evidence of compliance is submitted electronically, with no onsite Qlarant review. Therefore, there are “NA” items for each interim year. Qlarant also scores the items they reviewed as either met or unmet, rather than providing a percentage of compliance during these years.

For CY 2024, Qlarant completed a full onsite review of all 12 applicable standards. JMSMCO received 100% compliance for each element, scoring at or above the Maryland MCO aggregate compliance rate and maintaining its results 100% or Met for every standard reviewed since CY 2012. Since JMSMCO received 100% for all standards, no corrective action plans were required for CY 2024.

For CY 2025, Qlarant only reviewed certain elements from Standard 5 and all elements from Standard 12. Qlarant scored all elements reviewed as met.

❖ **Healthy Kids Quality Monitoring Program**

The Healthy Kids Program is a Maryland initiative intended to ensure that all private physicians, licensed health practitioners, hospital clinics, and managed care organizations (MCOs) are complying with the federally mandated Early and Periodic Screening, Diagnostic, and Treatments (EPSDT) benefit. This EPSDT benefit is extensive and includes a variety of preventative tests and screenings to improve and detect health concerns in children, from birth to age 20. While the benefit is federally mandated, the schedule for these services is designed by each state. To ensure that each MCO is encouraging their members to receive the covered services, the Maryland Department of Health (MDH) uses a third-party auditing company to assess the quality of care each Maryland Medicaid recipient receives.

Results

Qlarant is the External Quality Review Organization (EQRO) that has been contracted to perform this annual medical record review of preventative services for our pediatric members. The Qlarant auditors are nurse consultants who perform medical record reviews to determine our compliance rating.

The table below shows the trended results through the 2025 audit which was based on measurement year (CY) 2024 data. The sample is generated by Qlarant who uses a random sampling method of both EPSDT-certified PCPs and non-certified PCPs. Qlarant reviewed a total of 281 medical records for the MY 2024 JMSMCO Healthy Kids audit. The Maryland Medicaid program, also known as HealthChoice, requires that all MCOs have a minimum compliance of 80% in each component.

	CY' 12	CY' 13	CY' 14	CY' 15	CY' 16	CY' 17	CY' 18	CY' 19	CY' 20	CY' 21	CY' 22	CY' 23	CY' 24	MCO Agg CY' 24
Composite Child Health Scores	96%	93%	93%	96%	97%	98%	98%	97%	97%	97%	99%	97%	97%	92%
Health & Developmental History	98%	97%	97%	99%	99%	99%	99%	99%	98%	98%	99%	99%	94%	92%
Comprehensive Physical Exam	98%	95%	94%	97%	99%	99%	100%	99%	99%	100%	99%	99%	98%	95%
Laboratory Tests/At Risk Screenings	96%	94%	95%	98%	99%	99%	99%	91%	92%	95%	99%	92%	94%	83%
Immunizations	88%	84%	83%	88%	88%	95%	94%	94%	94%	95%	97%	94%	96%	92%
Health Educations/Anticipatory Guidance	97%	94%	96%	98%	100%	99%	99%	99%	98%	99%	100%	99%	98%	92%

For the CY 2024 Healthy Kids review, JMSMCO reviewed a composite score of 97%. This score is well above the minimum compliance rate of 80%, therefore there were no corrective action plans required. Please note that JMSMCO exceeded the MCO aggregate in every category. However, the audit identified areas for improvement that will be shared with our network pediatric providers.

It is also important to note that JMSMCO's scores were factored into the aggregate scores, therefore JMSMCO raised the aggregate scores for all the measures while continuing to surpass the Maryland minimum. Throughout the history of the program, JMSMCO consistently scores above the Maryland average score.

Figure 1: HealthChoice Aggregate Results by Component for CYs 2022 to 2024

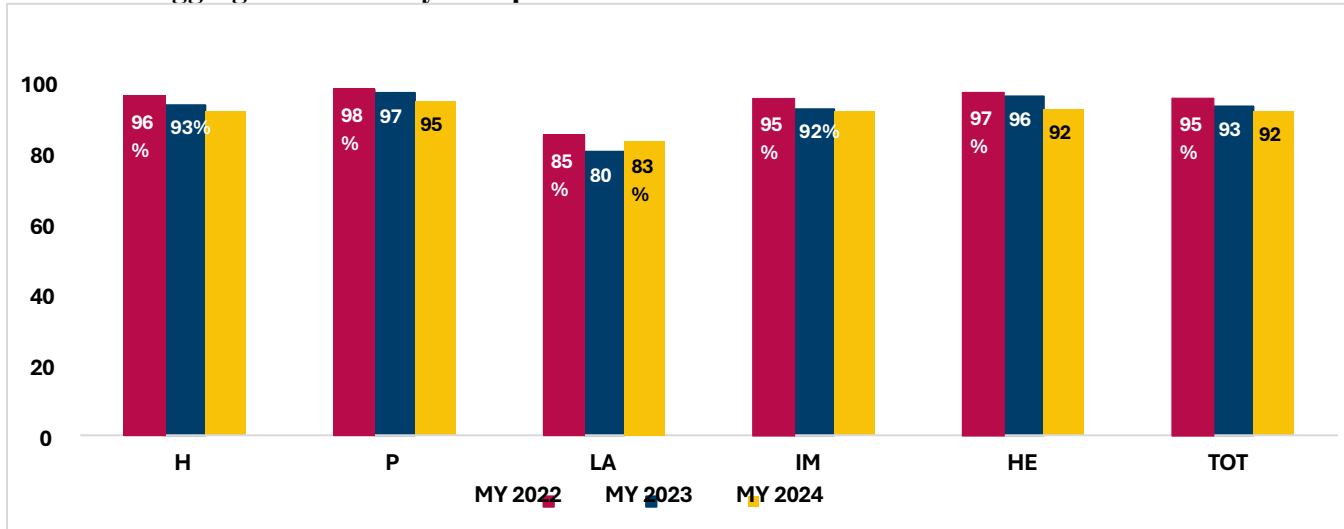
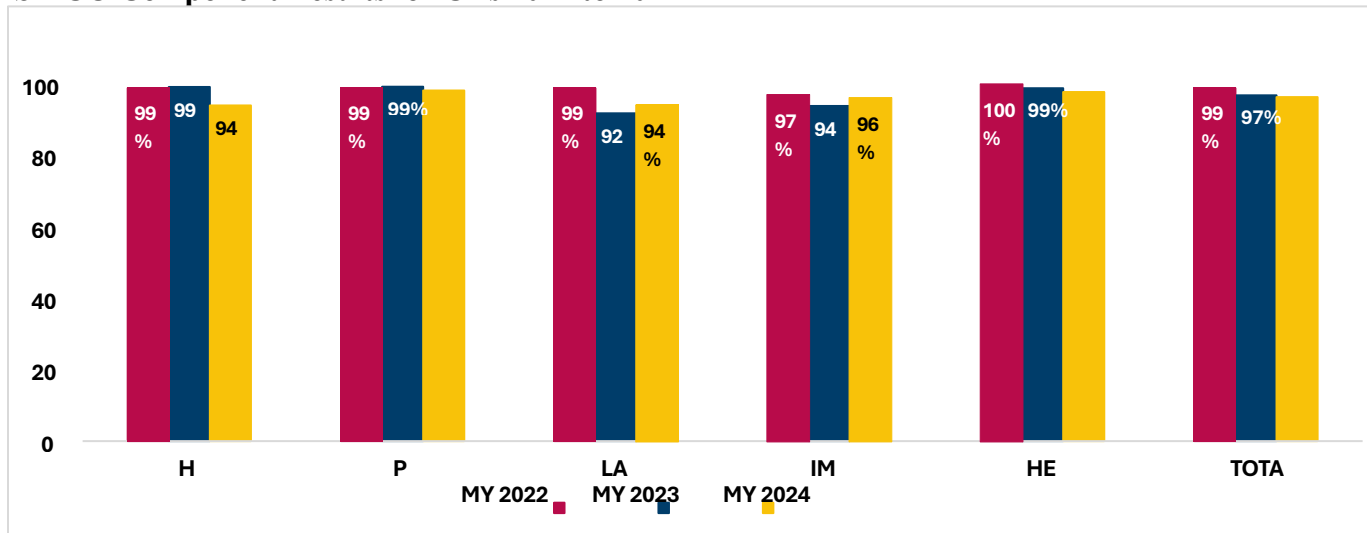


Figure 2: JMSMCO Component Results for CYs 2022 to 2024



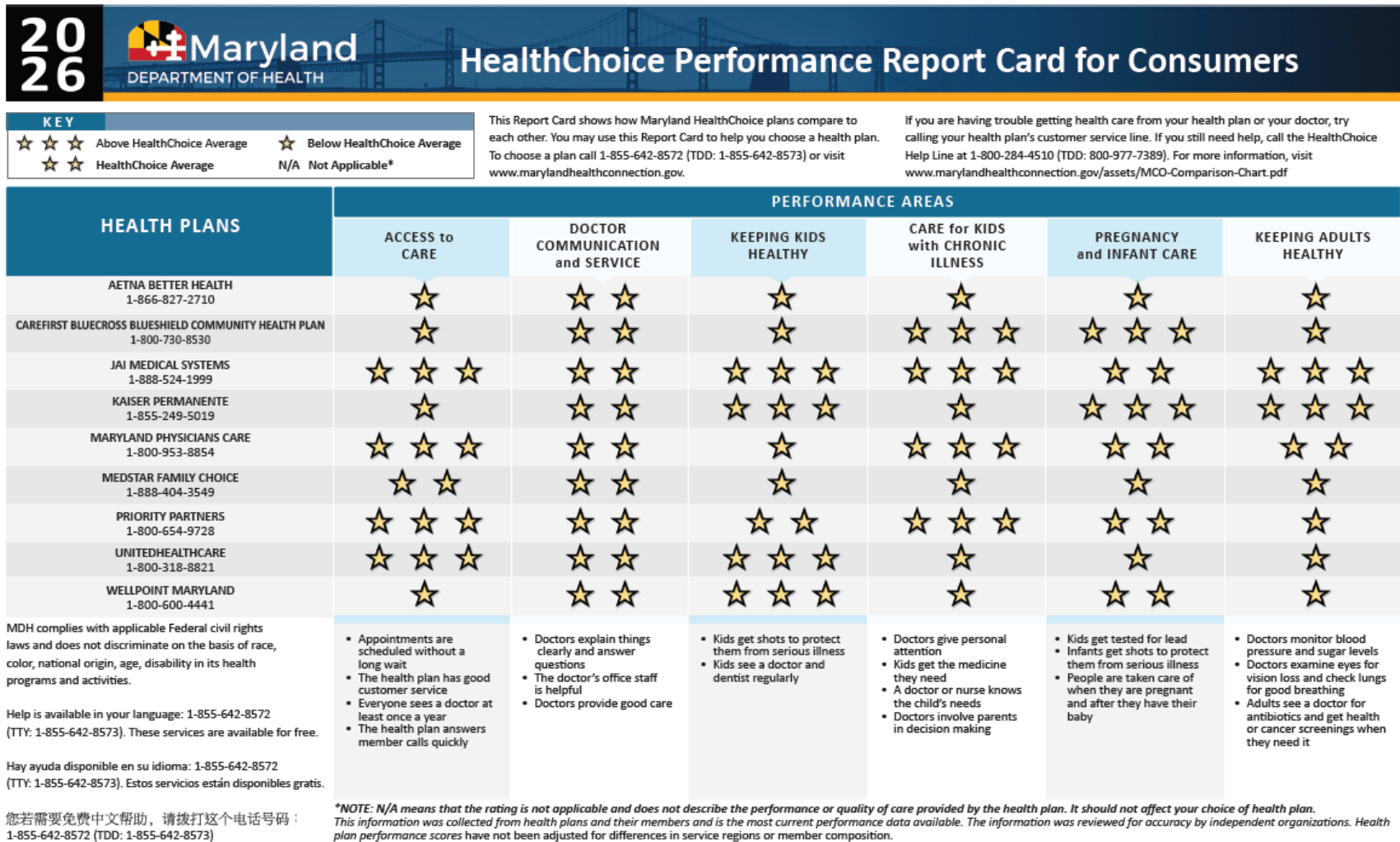
HealthChoice Comparison Report Card

Every year, MDH publishes a report card comparing the quality ratings of the Maryland Medicaid HealthChoice MCOs in several key areas based on the encounter data, HEDIS, and CAHPS results. This report card is intended as a tool to aid Maryland Medicaid enrollees in choosing which MCO they wish to join. One star indicates a below average rating, two stars is average, and three stars indicates an above average rating in comparison to the other MCOs.

Please see the figure on the next page to view the HealthChoice Comparison Report Card for 2026. This report card was created by MDH using 2024 data.

Scores based on 2025 reporting of 2024 data and were reported by MDH in March 2026.

Figure: 2026 HealthChoice Comparison Report Card



JMSMCO was rated above average in four of the six categories. JMSMCO did not score below average in any category. In comparison, no other plans scored above average in more than three categories and all other plans received at least one below average score.

Population Health Incentive Program

The Maryland Department of Health’s Population Health Incentive Program (PHIP) aims to improve the quality of care provided by Medicaid MCOs through a set of HEDIS-based scores. The program compares the performance of Maryland MCOs with national benchmarks, using three performance levels, *Strong*, *Very Strong*, and *Superlative*. Additionally, the program incentivizes improvement, allowing plans to earn monetary rewards based on their performance.

The analysis compares the performance of JMSMCO from 2022 through 2024 measurement years, assessing the changes across key HEDIS measure to identify areas of improvement or decline.

Final CY 2024 PHIP Benchmark Percentiles – Jai Medical Systems

Measure	2022 Score	2023 Score	2024 Score
Ambulatory – Adult	87.1%	85.1%	83.7%
Ambulatory – Child	81.3%	78.8%	77.2%
Lead Screening (MDH)	74.5%		
Asthma Medication Ratio	68.6%	77.3%	76.4%
Risk of Continued Opioid Use	3.9%	4.3%	4.3%
HbA1c Poor Control (GSD)	29.2%	31.9%	29.4%
Lead Screening Before Age 2	82.2%	83.2%	82.9%
Postpartum Care	85.3%	86.6%	88.3%
Timeliness of Prenatal Care	87.7%	83.4%	87.8%

Percentiles:

< 50%
50% - 74%: Strong
75% - 89%: Very Strong
> 90%: Superlative

In the 2024 measurement year, JMSMCO performed well across most measures, achieving scores that met or exceeded the *Strong* benchmark (50-74%) in all areas except Continued Opioid Use. While our scores improved in 3 of the 8 categories, one of these areas

was already performing above the 90th percentile. It should be noted that Lead Screening (MDH) was not used to evaluate care in 2023 or 2024.

2025 Highlights and Additional Projects

❖ Maryland Medicaid Maternal and Child Health Program

- In 2025, JMSMCO worked to expand our network for doulas and home visiting service providers, adding 5 new doulas and 1 new home visiting service provider in 2025.
- JMSMCO has continued to work to educate members, providers, customer service staff, and case managers on the availability of doulas and home visiting service providers. Our education efforts included articles in both the Member and Provider Newsletters and information added to the company website.
- JMSMCO worked to develop and strengthen our working relationships with the doulas and home visiting service providers in our network, in order to identify opportunities for collaboration and improvement as we work to get more members enrolled in these programs.
- JMSMCO continued to work in partnership with the MOM (Maternal Opioid Misuse) Case Management program. JMSMCO had 9 members participating in the HCDI (Health Care Dynamics International) Case Management Program. The HCDI Case Management program, which administers the MOM program, has been highly effective in connecting participants to community resources ranging from education, housing, cash assistance, employment, to opioid treatment and other services. An internal JMSMCO study showed that members who participate in HCDI case management have improved health outcomes.

❖ Enrollment Efforts

- Since the ending of the public health emergency, the State of Maryland has ended several emergency measures that prevented members from losing their Medicaid benefits. The ensuing redeterminations and roll-offs have resulted in significant decreases in JMSMCO's enrollment numbers, and thousands of Medicaid recipients have lost their benefits. JMSMCO has put into place a variety of practices and initiatives regarding the redetermination process to ensure that as many members are able to keep their Medicaid benefits as possible. These efforts include new marketing campaigns including collaboration with MDH and the

release commercials encouraging people to reapply, increased outreach efforts to ensure that members are aware of the process before their eligibility ends.

❖ **Health Equity Accreditation**

- JMSMCO earned our NCQA Health Equity Accreditation, demonstrating that we have successfully updated workflows, committee structures and organizational policies and procedures to address member needs and decrease inequities for our membership population.

Conclusion:

Overall, JMSMCO is pleased with our accomplishments based on our CY 2025 Quality Assurance and Utilization Management Annual Report. As of 2026, we will continue to evaluate and address at a minimum:

- Impact on preventive care and health maintenance, clinical care and services delivered and the achievement of stated goals and objectives for 2026;
- Demonstrated improvements in quality;
- Areas of deficiency and recommendations for corrective action;
- Quality assurance studies and other activities completed;
- Analysis of clinical and service indicators and other performance data; and
- An evaluation of the overall effectiveness of the Quality Assurance Program.