

Jai Medical Systems HealthBeat

HealthChoice Performance Report Card

The results are in! Jai Medical Systems Managed Care Organization has received the highest rating available on the 2020 HealthChoice Performance Report Card for Consumers. This HealthChoice Performance Report Card compares health plans based on their performance in a variety of healthcare related categories. For the 2020 report card, Jai Medical Systems was rated above the Maryland average in every category including Doctor Communication and Service, Keeping Kids Healthy, Care for Kids with Chronic Illness, Taking Care of Women and Care for Adults with Chronic Illness. We are proud to be the highest rated HealthChoice health plan and thank you for continued membership. *You made a smart choice!*

HEALTH PLANS	PERFORMANCE AREAS					
	ACCESS to CARE	DOCTOR COMMUNICATION and SERVICE	KEEPING KIDS HEALTHY	CARE for KIDS with CHRONIC ILLNESS	TAKING CARE of WOMEN	CARE for ADULTS with CHRONIC ILLNESS
AETNA BETTER HEALTH	★	★	NA	NA	★	★ ★
AMERIGROUP COMMUNITY CARE	★ ★ ★	★ ★	★ ★ ★	★ ★	★ ★	★
JAI MEDICAL SYSTEMS 1-888-524-1999	★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
KAISER PERMANENTE	★ ★	★ ★	★ ★ ★	★ ★	★ ★ ★	★ ★ ★
MARYLAND PHYSICIANS CARE	★ ★ ★	★ ★	★	★ ★	★	★
MEDSTAR FAMILY CHOICE	★ ★ ★	★ ★ ★	★	★ ★	★ ★	★ ★
PRIORITY PARTNERS	★ ★ ★	★ ★	★ ★	★ ★	★ ★	★
UNITEDHEALTHCARE	★ ★ ★	★ ★	★ ★	★ ★	★	★
UNIVERSITY OF MARYLAND HEALTH PARTNERS	★ ★	★	★ ★	★ ★	★ ★	★

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Renew your Health Insurance benefits today!

At Jai Medical Systems, we care about your health and want to ensure that you and your family maintain your health insurance benefits. Please renew your benefits before your eligibility end date. For assistance maintaining your eligibility, please contact our Customer Service Department at 1-888-JAI-1999.

To renew your benefits today, please visit the Maryland Health Connection website at www.marylandhealthconnection.gov. You may also apply by walking in today to meet with a Certified Application Counselor at one of these independent participating medical centers, Monday through Friday, 9am to 6pm:

Jai Medical Center
5010 York Road
Baltimore, MD 21212
Phone: 410-433-2200

Jai Medical Center
4340 Park Heights Avenue
Baltimore, MD 21215
Phone: 410-542-8130

Jai Medical Center
1235 East Monument St.
Baltimore, MD 21202
Phone: 410-327-5100

Tax Form 1095-B

If you or a member of your household received Medicaid or the Maryland Children's Health Program (MCHP) health coverage during the previous year, you will receive IRS Form 1095-B directly from the Maryland Health Connection. This form serves as proof that you and members of your family met the requirement under the Affordable Care Act to have health insurance coverage. This form should have been mailed to you in February.

- ◇ Verify Information on Form 1095-B. Review the information on the form, such as names of household members enrolled and dates of coverage to ensure that it is correct.
- ◇ Save Form 1095-B. Keep this form with your other important tax documents.

If you think the information shown on your Form 1095-B is wrong, or if you need another copy of the form, please call the Maryland Health Connection today at:

Phone: 1-855-642-8572

TTY: 1-855-642-8573

Well Child Visits: What to Expect

It is important that your child receive regular "Well Child" check-ups with your Pediatric Primary Care Provider (PCP). The American Academy of Pediatrics recommends that all parents take their children to at least 12 checkups during the first three years of life.

During a well child visit, your child's PCP will review your child's health, aspects of their development, and provide any necessary vaccines. Your PCP may also screen your child for health problems; either through blood work or by asking health-related questions. These visits are also a good opportunity for you to ask any questions that you may have related to your child's health and development.

Your child's PCP will develop and recommend a schedule for your child's healthcare.

Well Child visits are recommended at the following ages:

- 3 to 5 days old.
- By 1 month.
- 2 months.
- 4 months.
- 6 months.
- 9 months.
- 1 year.
- 15 months.
- 18 months.
- 2 years.
- 30 months.
- 3 years.



After age 3, Well Child visits are usually scheduled once a year.

If you are in need of an appointment for your child or transportation assistance for your child's appointment, please contact our Customer Service Department today at 1-888-JAI-1999.

Healthy Habits for this Spring

With Spring time around the corner, we tend to think about those New Year's resolutions that we may have made to ourselves at the beginning of the year such as "I am going to be healthier this year" or "I am going to work out more." Often times though, we have not even started. There is no better time than now though to start on your journey to living a healthier lifestyle.

Here are 5 tips that you can start today to improve your health and make 2020 your healthiest year yet!

1. Prioritize Sleep

Sleep is very important to one's health, but it is often the last thing on our list. Aim to get 7 to 9 hours of sleep a night.

2. Move Your Body

It is recommended that adults take 10,000 steps a day, so walk, run or jog if you can. With warmer weather approaching, plan a daily walk with friends, try a new outdoor sport or dance when you can.

3. Re-Think Your Drink

Instead of reaching for a sugary soda or juice to drink, try reaching for a glass of water. To mix it up, try a sparkling water with natural flavors!

4. Eat A Healthy Diet

Eating healthier doesn't have to be hard; try adding in a fruit or vegetable at every meal.

5. Visit Your Primary Care Provider

Schedule your annual physical with your PCP. Be sure to bring any health related questions that you may have to your visit.

Earn your Healthy Reward this Spring!

We are happy to announce that Healthy Rewards 2020 is here!

To earn your Healthy Reward this year, spring into action and visit your Primary Care Provider (PCP) for your annual physical. After you have received your physical, please check your mail. You will receive a Healthy Rewards Redemption Certificate. You will need to complete this certificate in order to redeem your reward.

Please see your PCP as soon as possible. Healthy Rewards quantities are limited, so schedule your PCP visit today before rewards run out!

If you have questions about the **Healthy Rewards** program or need to schedule an appointment with your PCP, please call our Customer Service Department today at 1-888-JAI-1999 for assistance.

** Jai Medical Systems Managed Care Organization, Inc. reserves the right to eliminate or reduce incentives/rewards and/or modify or cancel the Healthy Rewards Program at any time without notice. Rewards are not convertible to cash. Limitations and exclusions apply. Offer valid while supplies last. Eligibility to receive a reward is contingent on Jai Medical Systems Managed Care Organization, Inc.'s receipt of confirmation from your PCP that you had your annual visit in 2020.*

Tell us what you think.

Complete the CAHPS Survey today!

In mid-February, you may have received a national survey in the mail called the Consumer Assessment of HealthCare Providers and Systems (CAHPS) survey. As a member of Jai Medical Systems, it is important to complete the CAHPS survey. This is your opportunity to tell us how you feel about the medical care and services that you are receiving as a member of Jai Medical Systems. If you have any questions or concerns that you would like immediately addressed, please contact us today at 1-888-JAI-1999, so that our Customer Service team may assist you right away.

Have you visited our Member Portal?

As a member of Jai Medical Systems, you are eligible to sign up for access to our member portal, which features exclusive content only available for our members. To sign-up or visit our member portal, please visit our website today at www.jaimedicalsystems.com. If you would prefer any of the information in print that is noted in the chart below, you may contact our Customer Service Department at 1-888-JAI-1999.

Look on our website for additional information about our:	Member Portal	General Website
Member Rights and Responsibilities		★
Notice of Privacy Practices		★
Fraud and Abuse Detection Program		★
Member Handbook	★	
Quality Assurance Programs	★	★
Case and Disease Management Programs		★
Utilization Management Decision Process		★
Benefits and Services (Including Recent Updates)		★
Pharmacy Benefits and how to use		★
Co-Payment Information		★
Health Assessments	★	
Self-Management Tools	★	
Web-Based Physician and Hospital Directories	★	★
Preventive Care Guidelines		★

COVID19 Update

At Jai Medical Systems, we have formed our own Response Team in order to appropriately respond to the novel coronavirus (COVID19). Our COVID19 Response Team has developed a response plan with the following goals and objectives:

1. To ensure the health and well-being of our patients, members, providers, and staff.
2. To maintain continuity of operations in order to perform core functions as an essential component of Maryland's public and private health system.
3. To cooperate and coordinate with local, state, and federal health agencies.

We will make every effort to keep our members and other interested parties up to date as this dynamic situation unfolds. For the most up to date information regarding Jai Medical Systems' COVID19 Response Plan, please visit us online at www.jaimedicalsystems.com. For general information related to COVID19, please visit the CDC's website at <https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html>

Preventive Care Guidelines for Adults

It is important that adults receive routine preventative healthcare each year. The table below outlines services that are recommended for adults by age as well as how often you should have them done. Please note that if PCP is noted below, it stands for Primary Care Provider.

Service:	For Who:	How Often:
Routine Check-Up	Everyone age 19 and older	Every year
Blood Pressure Test	Everyone age 19 and older	During your annual check-up
Pap Smear Test	Women age 21 and older	Every 3 years *evaluate risk every year with your PCP
Cholesterol Blood Test	Everyone age 35 and older	Evaluate risk every year with your PCP
Breast Cancer Screen	Women age 50 and older	Mammogram every 2 years *evaluate risk every year with your PCP
Colon Cancer Screen	Everyone age 50 or older	Evaluate risk every year with your PCP
Prostate Cancer Screen	Men age 40 and older	Evaluate risk every year with your PCP
Lung Cancer Screening	Adults age 55 and older with a history of smoking	Yearly *evaluate risk every year with your PCP
Adult Immunizations: Flu Tdap Tetanus Shingles Pneumococcal (PPSV23) HPV	Adults 18 and older Adults 18 and older Adults 18 and older Adults 60 and older Anyone Ages 2- 64 Women Ages 11-26 Men Ages 11-21	Yearly Once (if didn't receive at age 11-12), during every pregnancy Every 10 years, more frequently depending on risk Two Shot Series Evaluate risk with your PCP Three Shot Series
Eye Exam for Diabetics (Dilated Funduscopic) Foot Exam for Diabetes	Everyone with Diabetes Everyone with Diabetes	Every 2 years or more frequently depending on risk Every year
STD Screening	Everyone who is sexually active	Evaluate risk every year with your PCP
HIV Blood Test	Adults 18 and older	Once or more frequently depending on risk
Hepatitis C	Adults 18 and older	Once for adults born between 1945 and 1965. For others, more frequently depending on risk
Substance Use Screen	Adults 18 and older	Yearly or more frequently depending on risk
Depression Screening	Adults 18 and older	Yearly or more frequently depending on risk

Sources for Preventative Care Guidelines: 1,2,3,4,5

Contact Us

Have a question?

We are here to help.
Call us today at 1.888.JAI.1999.

Office Hours: Monday through Friday
9am to 6pm

Write Us Today:

301 International Circle
Hunt Valley, MD 21030

Visit Us 24/7 Online:

www.jaimedicalsystems.com