

Jai Medical Systems

HealthBeat

Winter 2020, Volume # 88

In This Issue

A Message from the Director of Customer Service	1
Healthy Reward	1
Flu Vaccine	2
Cervical Health Awareness Month	2
Renew Your Benefits	2
Satisfaction Survey	3
Health Alerts	3
COVID-19 Updates	3
24/7 Nurse Line	3
Contact Us	3
Preventive Health Guidelines	4

A Message from the Director of Customer Service

Dear Friend,

This holiday season we would like to thank you for your continued membership with Jai Medical Systems, the Highest Rated Medicaid Health Insurance Plan in Maryland and one of the Highest Rated in the United States.

We recognize this has been a difficult year for all of us. However, we firmly believe that we are stronger together, and wish you and your family a safe and happy holiday.

As always, at Jai Medical Systems we want to help you live life well. Please feel free to contact us today at 1-888-JAI-1999 and we will be happy to assist you with any questions that you may have about our covered benefits, our provider network, how to access care, or how to renew your health insurance benefits with Jai Medical Systems.

On behalf of Jai Medical Systems, I want to wish you a safe and happy holiday season filled with joy and cheer. *Live. Life. Well.*

Warm Regards,

TyNeisha Smith

TyNeisha Smith

Director, Customer Service



Don't forget to earn your Healthy Reward!

There is still time to earn your healthy reward this year! To earn your Healthy Reward this year, please visit your Primary Care Provider (PCP) as soon as possible 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.



To Do: Get Your Flu Shot

The CDC recommends everyone 6 months of age and older should get a flu vaccine. This year, the flu vaccine is more important than ever before.

As a reminder, different flu vaccines are approved for use in different groups of people. There are flu shots approved for use in children as young as 6 months of age and flu shots approved for use in adults 65 years and older. Flu shots are also recommended for use in pregnant women and people with chronic health conditions.

Contact your Primary Care Provider today to schedule your appointment to get the Flu vaccine. If you need assistance with getting your family vaccinated against the flu today, please contact our Customer Service Department at 1-888-JAI-1999.



Cervical Health Awareness Month

January is National Cervical Health Awareness Month. You can lower your risk for cervical cancer by getting screened regularly, starting at age 21.

Screening Tests

There are two tests that help to screen and detect cervical cancer:

- The Pap test (or Pap smear) looks for precancers, which are cell changes on the cervix that might become cervical cancer if they are not treated appropriately. You should get your first Pap test at age 21. If your test result is normal, you can wait three years for your next test.
- The human papillomavirus (HPV) test looks for the HPV virus that can cause these cell changes. HPV vaccination prevents new HPV infections, but does not treat existing infections or diseases. This is why the HPV vaccine works best when given before any exposure to HPV. It is recommended that adult women get screened for cervical cancer regularly, even if they have received the HPV vaccine.

Source: Division of Cancer Prevention and Control, Centers for Disease Control and Prevention

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

If you have any questions regarding this important issue, please contact our Customer Service Department at 1-888-524-1999.

We want to hear from you!

As a member of the Highest Rated Plan in Maryland for Quality, we want you to know that your opinion counts! That is why we conduct member satisfaction surveys. Enclosed with this newsletter, you will find our *Member Satisfaction Survey*.

We would appreciate it if you could take a few minutes to let us know how we are doing for you and your family. Your feedback is truly invaluable to our organization and helps to ensure that we are always providing high quality benefits and services to our members. Once you have completed the survey, please return it to us using the enclosed self-addressed paid envelope. Again, we appreciate your feedback and look forward to hearing from you.

COVID-19 Testing and Contact Tracing

At Jai Medical Systems, we understand that COVID-19 has changed almost every aspect of our daily lives. Jai Medical Systems wants you to know that we are here to help. More than ever, we are committed to ensuring that our members have the most up-to-date information related to COVID-19.

COVID-19 Testing

As of June 15, 2020, Maryland residents can now be tested for COVID-19 with or without symptoms, with or without a referral, and with or without an appointment at various testing sites located throughout the State of Maryland. To find a testing site near you, please visit the Maryland Department of Health's website at <https://coronavirus.maryland.gov/pages/symptoms-testing>.

You may also call our Customer Service Department directly to learn more about testing options and the next steps to take it if you are interested in receiving a COVID-19 test. Our Customer Service Department is available Monday through Friday 9am to 6pm, at 1-888-JAI-1999.

Contact Tracing

Contact tracing is the process of identifying people who may have come into contact with an individual with an infectious disease. For the coronavirus 2019 pandemic, contact tracing begins with a phone interview of the positive COVID-19 patient and obtaining details regarding the patient's contacts, who they have interacted with and where they have gone recently. The next step involves locating people with whom the infected person has interacted during a two-week period.

What kind of questions might I be asked by a contact tracer?

If you are called by a contact tracer, they will ask about your health, any potential symptoms you may have, and the duration of those symptoms. They may ask about your whereabouts for a specific period of time. They will ask for verification of your date of birth, address, and any other phone numbers you may have.

What kind of questions will a contact tracer never ask?

A contact investigator will never ask you for your social security number, financial or bank account information, or personal details unrelated to COVID-19. They will not ask for photographs or videos of any kind. They will not ask for your passwords. They will not ask for money or payment.

Health Alerts

You may receive health alerts by mail, email, or text message from Jai Medical Systems. Health Alerts may include important preventative healthcare reminders for you and your family. To learn more about our Health Alert program, please contact us today at 1-888-524-1999.

24 Hour Nurse Advice Line

As a member of Jai Medical Systems, you have access to our 24 Hour Nurse Advice Line. The Nurse Advice Line can assist you with health related questions. To speak with a Nurse today, please call 1-844-259-8613.

Have a comment, question or concern?

We're here to help.
Call us today at
1.888.524.1999.

Customer Service Hours:

Monday through Friday
9am to 6pm

Write Us Today:

301 International Circle
Hunt Valley, MD 21030

Visit us 24/7 Online:
jai-medicalsystems.com



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