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Message from the Director of Customer Service

Dear Friend,

The first blooms of Spring have arrived, and with them, our hopes for positive change. The past two years have been challenging, but Spring is the perfect time to turn over a new leaf. In an effort to promote continued wellness this season, we encourage you and your family to schedule your Annual Physicals. We are here to assist you with your scheduling needs. Please feel free to contact our Customer Service Department today at 1-888-JAI-1999 and we will be happy to assist you.

We look forward to reconnecting with you all this year and continuing to help you *live life well*.

Warm regards,

Meisha Smith

Director of Customer Service

ALERT: Renew your Health Insurance benefits today!

To ensure that you maintain your health insurance benefits with Jai Medical Systems, 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.

COVID-19 Home Test Kit Coverage

Effective, February 17, 2022, Maryland Medicaid will cover a maximum of four (4) COVID-19 at-home test every 30 rolling days for all Maryland Medicaid participants.

To obtain an at home COVID-19 test kit, please visit your local pharmacy.

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 /7 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.

Participating Provider Patient Advocacy

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.

Have a comment, question or concern?

We are 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

Tell us what you think.

Complete the CAHPS Survey today!



We are always looking for ways to improve the quality of care you and your family receive.

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.

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

Visit us online at www.jaimedicalsystems.com

How to Help a Child with Spring Allergies

Spring allergies may be an annoyance for a child with mild symptoms. The best way to prevent allergy symptoms is to avoid the allergen, but at certain times of year that may be difficult. Here are a few helpful tips on how to combat allergies for your child:

- Keep your child indoors on days that are both dry and windy.
- Don't ask your child to do yard work or other outdoor chores during peak spring allergy season.
- Remove and wash clothing that your child has worn outside.
- Have your child shower or bathe when coming in from outside
- Keep doors and windows closed when pollen counts are high (check your local weather) and use air conditioning to keep your car and home cool.
- Combat dust mites by vacuuming your home often (using a machine with a HEPA filter).
- See an allergist for medical advice, to be properly diagnosed and discuss allergic triggers.

Earn your Healthy Reward Today!

We are happy to announce that Healthy Rewards 2022 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 2022.

Tax From 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.**

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 Source: 3	Everyone age 19 and older	During your annual check-up
Pap Smear Test Source: 3	Women age 21 and older	Every 3 years *evaluate risk every year with your PCP
Cholesterol Blood Test Source: 3	Everyone age 35 and older	Evaluate risk every year with your PCP
Breast Cancer Screen Source: 3	Women age 50 and older	Mammogram every 2 years *evaluate risk every year with your PCP
Colon Cancer Screen Source: 3	Everyone age 50 or older	Evaluate risk every year with your PCP
Prostate Cancer Screen Source: 2	Men age 40 and older	Evaluate risk every year with your PCP
Lung Cancer Screening Source: 3	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 Source: 3,5	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 Fundoscopic) Foot Exam for Diabetes Source: 1	Everyone with Diabetes Everyone with Diabetes	Every 2 years or more frequently depending on risk Every year
STD Screening Source: 5	Everyone who is sexually active	Evaluate risk every year with your PCP
HIV Blood Test Source: 3,5	Adults 18 and older	Once or more frequently depending on risk
Hepatitis C Source: 3	Adults 18 and older	Once for adults born between 1945 and 1965. For others, more frequently depending on risk
Substance Use Screen Source: 3	Adults 18 and older	Yearly or more frequently depending on risk
Depression Screening Source: 3	Adults 18 and older	Yearly or more frequently depending on risk

Source 1. American Diabetes Association | Source 2. American Cancer Society | Source 3. US Preventive Services Task Force (USPSTF) | Source 4. American Heart Association | Source 5. Center for Disease Control (CDC)