



Jai Medical Systems

HealthBeat

INSIDE THIS ISSUE

Message from the Director of Customer Service	1
COVID-19 Home Test Kit Coverage	1
Don't Lose Your-Medicaid Benefits	2
Health Alerts	2
Member Portal	2
Fraud and Abuse	3
Healthy Rewards 2022	3
Preventive Guidelines for Adults	4

A Message from the Director of Customer Service

Dear Friend,

With the summer season and warm weather here, most of us will want to spend as much time outside as possible. In order to keep you and your family healthy and safe this summer, please be sure to follow these tips:

1. **Visit your Primary Care Provider (PCP):** Annual well visits with your PCP give you an opportunity to ask questions about your health as well as review health changes from year to year. If you have not seen your PCP within the last year, please make an appointment to see them as soon as possible.
2. **Move More, Sit Less:** It is important to get at least 150 minutes of physical activity every week. This could be as simple as walking 20 to 30 minutes per day. Exercise is an important part of a healthy lifestyle. Exercise prevents health problems, builds strength, boosts energy, and can help you reduce stress. It can also help you maintain a healthy body weight while reducing your appetite.
3. **Wear Sunscreen & Insect Repellent:** In order to protect your skin from the sun, it is important to wear wide brimmed hats, clothing that covers exposed skin, and sunscreen with a Sun Protection Factor (SPF) of least 15. Use insect repellent and wear long sleeved shirts and long pants to prevent mosquito bites and ticks. Always apply sunscreen before applying insect repellent.
4. **Keep Cool in Extreme Heat:** Extreme heat can be dangerous for everyone, but it may be especially dangerous for people with chronic medical conditions. People with chronic medical conditions must be extremely careful when the temperature rises.
5. **Eat a Healthy Diet:** Delicious fruits and vegetables make any summer meal healthier. A proper diet including fresh fruits and vegetables, is essential for good health and nutrition. Eating a healthy diet will help protect you against many chronic diseases, such as heart disease, diabetes and cancer. Eating a variety of nutritious foods while consuming less salt, sugar and saturated trans-fats, is an essential strategy for a healthy diet.

Thank you for your continued membership with Jai Medical Systems, the highest rated Managed Care Organization in Maryland! If you need help understanding the benefits and services we offer or if you need assistance with making an appointment with your PCP, please call our Customer Service Department at 1-888-JAI-1999.

Sincerely,
TyMeisha Smith
 Director of Customer Service

COVID-19 Home Test Kit Coverage

Effective February 17, 2022, Maryland Medicaid will cover a maximum of four at home COVID-19 tests 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-JAI-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 1-833-359-0170.

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-JAI-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

ALERT: Don't Lose Your Medicaid Benefits with Jai Medical Systems

At Jai Medical Systems, we want to make sure you are aware of how important it is to renew your Medicaid benefits when you are notified. By completing your redetermination application in a timely manner, you can ensure your benefits with Jai Medical Systems continue without interruption. Redetermination notifications will be mailed to Medicaid recipients when it is their time to renew their benefits. These important mailings will come from both the State of Maryland and Jai Medical Systems. Further, Jai Medical Systems will reach out to you by phone to remind you of this important task. Please ensure that you have the most up-to-date contact information on file with Jai Medical Systems, so that you can receive these important reminders by mail and phone.

To ensure that you maintain your health insurance benefits with Jai Medical Systems, please renew your benefits before your eligibility end date.

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 matter, please contact our Customer Service Department at 1-888-JAI-1999.

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		★
Complex Care Program		★
Utilization Management Decision Process		★
Benefits and Services (Including Recent Updates)		★
Pharmacy Benefits and how to use them		★
Co-Payment Information		★
Explanation of Benefits	★	
Temporary Membership Card	★	
Healthy Living Tools		★
Web-Based Physician and Hospital Directories	★	★
Preventive Care Guidelines		★

Preventing Fraud and Abuse

IT IS AGAINST THE LAW TO COMMIT FRAUD AND/OR ABUSE!

How Do I Stop Fraud and Abuse?

We welcome and encourage you to report anything suspicious related to fraud you may have seen.

Prescription Fraud

- Anyone who forges a doctor's signature on a prescription medication or uses a doctor's name to call a false prescription in to the pharmacy.
- Anyone who lies about having lost prescription medication.
- Anyone who gets prescription medication when they are not ill.

Medicaid Card Fraud

- Someone who used or is currently using a medical ID card that does not belong to them.
- Allowing a non-enrolled family member to use your medical ID card.
- Allowing a family member to use your medical ID card.
- Repeatedly visiting the emergency room for care that can be received from a primary care physician (PCP).

Physician Fraud

- Any doctor who bills for a visit that did not happen.



*Reporting suspected fraud or abuse will **not** affect your services with us*

Individuals suspected of committing fraud and/or abuse by Jai Medical Systems Managed Care Organization, Inc. will be reported to the Maryland Department of Health – Office of the Inspector General (MDH-OIG) for further investigation.

To Report Fraud and Abuse

You can call the Fraud and Abuse Compliance Officer: **1-888-JAI-1999**

Or write to: Fraud and Abuse Compliance Officer, Jai Medical Systems **301 International Circle Hunt Valley, MD**

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.

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 45 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 Screen 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)