



HealthBeat



A Message from the CEO of Jai Medical Systems

Dear Friend,

Thank you for being a valued member of Jai Medical Systems! This year Jai Medical Systems celebrates 25 years of service and commitment to the people of Maryland. Over the last 25 years, we have had the opportunity to serve wonderful people like you as our members; growing from a health plan of only a few hundred back in 1997 to more than 30,000 members today. In addition to growing in numbers, Jai Medical Systems has also been recognized both locally and nationally for its high quality ratings. In fact, Jai Medical Systems is one of the top-rated Medicaid Managed Care Organizations for quality in the United States. **Thank you** for being an important part of the past 25 years. We look forward to continuing to provide you with the best member experience and access to high quality healthcare for the next 25 years to come!

Wishing a Happy Thanksgiving to you and yours,

Jai Seunarine

Chief Executive Officer

TIPS FOR A HEALTHY FALL

Fall has officially arrived and so has the start of cold and flu season. Now is the perfect time to get back to taking care of ourselves and improving our health. During this season, be sure to start or continue an exercise routine, eat a healthy diet full of protein, leafy greens, and healthy carbohydrates, while also ensuring that you get enough rest each night. In addition, here are a few additional wellness tips to consider for keeping you

1) VISIT YOUR 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) GET THE FLU VACCINE:

The flu vaccine is recommended for pregnant women, people with chronic health conditions and everyone 6 months of age and older. To get your flu vaccine, please contact your local pharmacy and/or Primary Care Provider today to schedule your appointment.

3) GET THE COVID-19 VACCINE:

There are many important reasons to receive the COVID-19 vaccine. One of the most important reasons to receive the COVID-19 vaccine is to protect yourself, your family, and your friends from COVID-19.

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EARN YOUR HEALTHY REWARD!

Did you know that as a member of Jai Medical Systems you can earn healthy rewards for receiving certain healthcare services?

To earn your Healthy Reward this year, 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.

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.

<u>Look on our website for additional information about our:</u>	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 <i>(Including Recent Updates)</i>		★
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		★

Have a question? We are here to help.

Call us today at 1.888.JAI.1999

24 Hour Nurse Advice Line: 1-833-359-0170

Customer Service Hours: Monday through Friday 9am to 6pm

Write Us Today: 301 International Circle Hunt Valley, MD 21030

Visit us 24/7 Online: Jaimedicalsystems.com

HAVE YOU GOT YOUR FLU SHOT?

As the Fall season approaches, now is the best time to make sure you are prepared for the Flu season. The CDC recommends a flu shot as the first and most important step towards keeping you and your family protected from the flu virus.

The flu vaccine is recommended for everyone 6 months of age and older.

The flu vaccine is also recommended for use in pregnant women and people with chronic health conditions.



To get your flu vaccine, please contact your Primary Care Provider today to schedule your appointment or visit your local participating pharmacy. If you need assistance with scheduling a flu vaccination for you or a member of your family, please contact our Customer Service Department

UPDATES & REMINDERS

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.

Member 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.

HOW TO RENEW 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.

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	Adults 18 and older	Yearly
Tdap	Adults 18 and older	Once (if didn't receive at age 11-12), during every pregnancy
Tetanus	Adults 18 and older	Every 10 years, more frequently depending on risk
Shingles	Adults 60 and older	Two Shot Series
Pneumococcal (PPSV23)	Anyone Ages 2- 64	Evaluate risk with your PCP
HPV Source: 3,5	Women Ages 11-26 Men Ages 11-21	Three Shot Series
Eye Exam for Diabetics (Dilated Fundoscopic)	Everyone with Diabetes	Every 2 years or more frequently depending on risk
Foot Exam for Diabetes Source: 1	Everyone with Diabetes	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