



JAI MEDICAL SYSTEMS HealthBeat

Gear up for a Healthy Fall

Dear Friend,

Thank you for your continued membership with Jai Medical Systems, the highest rated Managed Care Organization in Maryland, according to the MCO Consumer Report Card for 2024. As you know, Fall is here, and with it comes the start of cold and flu season. Here are a few reminders to help keep you healthy this Fall:

- **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 how your health status is changing from year to year. If you have not seen your PCP yet this year, **please make an appointment to see them as soon as possible and earn your Healthy Reward!**
- **Get Recommended Seasonal Vaccines:** Your PCP may recommend certain vaccines to protect you from illnesses and viruses that are typically seen this time of the year, such as the Flu vaccine. For more information about the flu vaccine and where to get it, please see page 3 of this newsletter.
- **Maintain your Health Insurance Benefits:** We want to ensure that you maintain your health insurance benefits with Jai Medical Systems. It is important to have health insurance coverage especially when you are seeking to access care at your PCP’s office, visiting urgent care or the Emergency Room, or when filling a prescription. For more information on how and when to renew your Medicaid benefits, please see page 2 of this newsletter.

If you have any questions, or need assistance, please feel free to contact our Customer Service Department at 1-888-JAI-1999.

Wishing you a Healthy Fall,

Ulysses McArthur
Customer Service Manager

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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. The State of Maryland and Jai Medical Systems will contact you in a variety of ways including by mail, phone, and/or email when it is time for you to renew your benefits. By completing your application in a timely manner, you can ensure your benefits with Jai Medical Systems continue without interruption.

There are many ways that you can renew your benefits, including:

- By Phone at 1-855-642-8572
- Online at www.marylandhealthconnection.gov
- Requesting a Paper Application by calling 1-855-642-8572
- With the assistance of a Navigator at your local health department, or
- With the assistance of a Certified Application Counselor (CAC). CACs are available at the following participating provider, Jai Medical Center, locations:

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

In some cases, you may need to renew your benefits through your caseworker at your Local Department of Social Services. If this applies to you, please ensure that you complete this important step when you are notified it is your time to renew.

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



Your Opinion Matters!

On an annual basis, Jai Medical Systems sends a member satisfaction survey to everyone in our health plan. Our member satisfaction survey is your opportunity to tell us how we are doing. Your responses are important as we use this information to help find ways to better serve you and your family.

We would appreciate it if you could please take a moment to complete and return the enclosed *Member Satisfaction Survey*. Each and every survey that we receive is reviewed and we will personally follow-up with any member who may leave a comment, or if you request for someone to contact you in follow-up to your survey responses. At Jai Medical Systems, we are dedicated to delivering an excellent customer service experience to our members and your feedback helps us improve the experience we provide. We look forward to hearing from you.

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 Alerts 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.

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.

Flu Season is coming. Get your Flu Vaccine today!

As the Fall season approaches, it is time to get prepared for the flu season. The CDC recommends a flu vaccine as the first and most important step towards keeping you and your family protected from the flu virus.

The flu vaccine is recommended for all individuals, ages 6 months and older. The flu vaccine is also recommended for pregnant women and people with chronic health conditions.



Where can I receive my flu vaccine? To get your flu vaccine, please contact your Primary Care Provider today to schedule your appointment. In addition, as a member of Jai Medical Systems, you also have access to receive your flu vaccine through an in-network pharmacy. If you need assistance with scheduling a flu vaccine or finding a pharmacy where you can receive your flu vaccine, please contact our Customer Service Department today at 1-888-JAI-1999.

Need a copy of your Member ID Card?

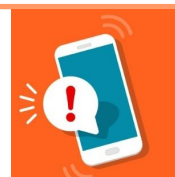


When accessing care, you must always present a copy of your Jai Medical Systems Member ID card to the medical provider's office. This important step ensures that the provider's office is aware of your health insurance coverage with Jai Medical Systems, and can ensure that any bills for covered services are sent to us.

If you have lost or misplaced your member ID card, you may request a replacement member ID card by calling our Customer Service Department at 1-888-JAI-1999.

If you would like a digital copy of your Jai Medical Systems ID Card, please sign-up for our member portal today by visiting www.jaimedicalsystems.com. Once registered for our member portal, you will be able to download and print a copy of your Jai Medical Systems Member ID card.

Stay Informed: Update Your Contact Information



Have you moved recently or do you have a new phone number? Be sure to let us know!

At Jai Medical Systems, we want to help you and your family *Live Life Well*. From time to time, we will need to contact you with important information regarding your health insurance benefits and our services. It is important that we have the correct contact information for you, so that you receive all of the communications that we send you. To update your contact information with our organization, please contact us at 1-888-JAI-1999, or visit us online at: www.jaimedicalsystems.com/members/update-my-information/.



Health Education Classes

Jai Medical Systems offers in-person health education classes on a variety of important health topics including weight management, diabetes management, controlling high blood pressure, and smoking cessation. Classes are hosted at participating provider, Jai Medical Center, located at 4340 Park Heights Avenue in Baltimore, MD.

For more information or to sign-up for a health education class today, please contact Customer Service at 1-888-JAI-1999.

How to Contact Jai Medical Systems

Have a question? We are here to help.

Call us today at 1.888.JAI.1999.

Monday through Friday, 9am to 6pm

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

Visit us 24/7 Online: www.jaimedicalsystems.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 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	Women Ages 11-26 Men Ages 11-21	Two 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