

## A Special Message to our Members

Dear Member,

On behalf of Jai Medical Systems, we hope that your Spring is off to a happy and healthy start. We would like to take this opportunity to share with you some important reminders regarding your coverage and benefits with Jai Medical Systems.

### Keep Your Medicaid Coverage

Each year, all individuals with Medicaid Health Insurance must re-apply to maintain their insurance benefits. **Failure to re-apply can result in a loss of health insurance coverage.**

Now more than ever, it is critical for Medicaid recipients to maintain their coverage. Jai Medical Systems and the State of Maryland will reach out to you when it is your turn to complete the renewal process. Please be responsive to these notices.

There are many ways that coverage can be renewed including online at <https://www.marylandhealthconnection.gov>, by phone at 1-855-642-8572, or by mail. If you or a member of your household is in need of assistance with renewing your coverage, help is available through Certified Application Counselors (CACs) and Navigators. For more information about CAC/Navigator assistance, please call us today at 1-888-524-1999.

### Healthy Rewards Program for 2025!

All Jai Medical Systems members are eligible for our *Healthy Rewards* Program when they visit their Primary Care Provider (PCP). To earn your *Healthy Reward*, simply visit your PCP soon for your yearly "check-up" and to earn your *Healthy Reward*! Your annual visit is an opportunity for your PCP to get a sense of your overall health, so that they can help you create "health goals" to work towards, based on your health status.

*As always, thank you for being a member of Jai Medical Systems, one of the highest rated MCOs for quality in Maryland.*

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## Health Education

Jai Medical Systems offers in-person and virtual health education classes on a variety of important health topics on Wednesdays at 11am.

Please see below for our upcoming class schedule:

- April 2: Weight Management
- April 9: Weight Management
- April 23: Controlling Hypertension
- April 30: Asthma Management

### Interested in attending class in-person?

Contact us today at 1-888-JAI-1999 or click the QR code below to register. Walk-in participants are also welcome!

### Unable to attend in-person?

Join us virtually by registering to attend a class when scanning the QR code.





## Did you complete the CAHPS survey?

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 benefits and services that you are receiving as a member of Jai Medical Systems.

We always strive for our members to rate us highly. If there is anything that you wish us to address regarding the benefits and services that you are receiving, please contact us today at 1-888-JAI-1999.

### Health-Related Social Needs Screening

Jai Medical Systems offers our members the opportunity to provide us feedback regarding their social needs through a health-related social needs screening.

Your responses to this optional screening survey will allow us to understand you better and may help us with connecting you with resources which may be able to assist you.

To complete this Health-Related Social Needs screening, please visit:

<https://www.jaimedicalsystems.com/member-social-determinants-of-health-assessment/>

### Allergies and Asthma this Spring

Spring is in the air! The days are getting longer, flowers are starting to bloom, and the weather is warming up. Unfortunately, that also means asthma and allergy triggers are here. During spring, the increase in pollen from trees, flowers, and grass can trigger allergic reactions in people with asthma. If you have been prescribed a medication for allergies or asthma, be sure to take this medication as instructed by your doctor.

Most adults and adolescents need more than just a rescue inhaler (Albuterol). Medicines that contain inhaled corticosteroids help protect people from severe asthma attacks. Long-acting drugs such as inhaled corticosteroids (Fluticasone) are different than quick relief inhalers. Inhaled corticosteroids treat inflammation in the airways but are only effective over time. Short acting bronchodilators (Albuterol) can open the airways in minutes and can be lifesaving during a severe asthma flare-up. For these reasons, it is very important that you discuss controlling your asthma with your provider as soon as possible. For assistance scheduling an appointment, please contact us today at 1-888-524-1999.

### We are here to help!

Monday through Friday

9:00AM to 6:00PM

**By Phone:** 1-888-JAI-1999

**By Mail:** 301 International Circle  
Hunt Valley, MD 21030

**Web:** [jaimedicalsystems.com](http://jaimedicalsystems.com)

### Member Resources

#### Member Handbook

Your Jai Medical Systems Member Handbook is available online through our Member Portal. You can access the Member Portal by visiting the homepage of our website, [www.jaimedicalsystems.com](http://www.jaimedicalsystems.com) under the Members Tab. If you would prefer a printed copy of the Member Handbook, please call us today at 1-888-524-1999 to request one.

#### 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.

#### Language Accessibility

Jai Medical Systems is proud to offer our members language accessibility resources, including access to translation services. For more information on how to access translation assistance, please see the enclosed flyer.