



## HEALTHBEAT

Volume 59

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### A Message From the Director of Customer Service

Thank you for choosing Jai Medical Systems Managed Care Organization, Inc. (Jai Medical Systems) as your health insurance provider. Our Customer Service Department is available Monday through Friday from 9am to 6pm to answer any questions you may have about covered benefits, our provider network, or how to access care. Our friendly Customer Service Department can be reached at 1-888-JAI-1999.

During this time of year, it is important to make sure that all members of your family are up to date with the necessary vaccines to keep them healthy. Vaccines are not just for children. Adults should receive certain vaccines to receive protection from serious diseases. If you have any questions about which vaccines you or your family members need to stay healthy, please contact your primary care provider (PCP) and set up an appointment as soon as possible.

Sincerely,  
Joan Mercer-Dunning  
Director of Customer Service

### Exciting Medicaid Updates

There are many exciting changes that are coming to the Maryland Medicaid program as a result of the Affordable Care Act.

Beginning on January 1, 2014, all Primary Adult Care (PAC) program members will automatically receive full Medicaid health insurance benefits. This means that PAC members will not only receive the services covered by the PAC program but they will also receive specialty care, inpatient hospital care, and many other benefits. It is extremely important that every PAC member maintain their eligibility over the next few months. If you receive any letters from Jai Medical Systems or the State telling you that you will lose your eligibility with the PAC program before the end of 2013, please do not ignore them. Please re-apply for the PAC program as soon as possible.

If you need help applying for the PAC program, please call our Customer Service Department at 1-888-JAI-1999 and one of our Customer Service Representatives will help you. You can also visit any of our participating medical centers for help. Beginning on October 1, 2013, you can also apply through Maryland's health insurance exchange.



*Jai Medical Systems Managed Care Organization does not employ the providers participating in our network. Participating providers in the Jai Medical Systems Managed Care Organization network are not the actual or apparent agents of Jai Medical Systems Managed Care Organization. Participating providers are independent and not controlled, operated, owned, or directed by Jai Medical Systems Managed Care Organization.*

## CHOLESTEROL EDUCATION

Cholesterol is a waxy, fat-like substance that your body needs. But when you have too much in your blood, it can build up on the walls of your arteries and form blockages. This can lead to heart disease, heart attack, and stroke.

There are two kinds of cholesterol high-density lipoprotein (HDL) and low-density lipoprotein (LDL). HDL is also called “good” cholesterol. LDL is called “bad” cholesterol. When we talk about “high” cholesterol, we are usually talking about “bad” LDL cholesterol.

The Centers for Disease Control estimates that 71 million American adults have high “bad” cholesterol. Only 1 out of 3 adults have their condition under control. Since September is National Cholesterol Education Month, it is a good time to go to your primary care provider and have your cholesterol level tested.



Your primary care provider can do a simple blood test to find out your cholesterol level. Since there are not any symptoms, people do not know that their cholesterol levels are too high. It is important that you visit your primary care provider once a year so they can determine how often they need to test your cholesterol level.

What You Can Do to Prevent or Treat High Cholesterol:

- ⇒ **Eat a Healthy Diet.** Avoid saturated fats and other trans fats, which tend to raise cholesterol.
- ⇒ **Maintain a Healthy Weight.** Being overweight can actually raise your “bad” cholesterol levels.
- ⇒ **Exercise Regularly.** Physical activity can help lower cholesterol.
- ⇒ **Don’t Smoke.** If you do smoke, quit as soon as possible.

Lifestyle changes are just as important as any prescription medications. If your primary care provider has prescribed any medications to treat your high cholesterol, it is extremely important that you take them and follow your PCP’s instructions.

Source: [www.cdc.gov](http://www.cdc.gov)

## LIVE LIFE WELL Health Awareness Campaign

Jai Medical Systems launched our **Live Life Well** health awareness campaign on July 1, 2013. The purpose of the **Live Life Well** campaign is to promote healthy living and encourage all of members to receive all of the necessary preventive health care services. We have partnered with our participating medical centers to host health care awareness activities.

We have also introduced the Healthy Rewards Program to help make sure that you are receiving the care that you need. Many of you should have received a *Go for the Gold* envelope in the mail. If you have received a *Go for the Gold* envelope and have not signed up for the Healthy Rewards Program, it’s not too

late! If you sign up and complete your Healthy Rewards goals by September 30, 2013, you will be able to achieve Silver level.



If you did not receive a *Go for the Gold* envelope, you may be eligible for future rewards programs. Please call our Customer Service Department at 1-888-JAI-1999 if you have any questions.