

Jai Medical Systems

HealthBeat

Winter 2018, Volume 80

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A Message from the Director of Customer Service

Dear Friend,

This holiday season we would like to thank you for your continued membership with Jai Medical Systems, one of the highest rated Health Plans in the United States. As always, at Jai Medical Systems we want to help you live life well.

Please feel free to contact us today at 1-888-JAI-1999 and we will be happy to assist you with any questions that you may have about our covered benefits, our provider network, how to access care, or how to renew your health insurance benefits with Jai Medical Systems.

On behalf of Jai Medical Systems, I want to wish you a safe and happy holiday season.

TyNeisha Thornton

TyNeisha Thornton
Director of Customer Service

Healthy Rewards Alert!!

There is still time to earn your Healthy Reward for 2018. Don't miss out - earn your Healthy Reward today!

To earn your Healthy Reward, please schedule a physical with your Primary Care Provider (PCP) today.

For help scheduling an appointment with your PCP, please contact our Customer Service Department today at 1-888-JAI-1999.

Holiday To-Do: Keep coverage with Jai Medical Systems

Thank you for being a member of Jai Medical Systems! We value your membership and want to ensure that you do not have a lapse in coverage, especially during the holiday season.

To ensure that you maintain your health insurance benefits with Jai Medical Systems, please renew your benefits before your eligibility end date. For assistance maintaining your eligibility, please contact our Customer Service Department at 1-888-JAI-1999.

To renew your benefits today, please visit the Maryland Health Connection at www.marylandhealthconnection.gov. You may also apply by walking in today to meet with a Certified Application Counselor at one of our 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 Street
Baltimore, MD 21202
Phone: 410-327-5100

Tips for a Happy, Healthy, Holiday Season

It is the most wonderful time of the year and your friends at Jai Medical Systems want to ensure that you have a happy, healthy, holiday season. We have listed below just a few ways that you can stay happy and healthy this holiday season:

- * **Wash hands often to help prevent the spread of germs.** It's flu season. Wash your hands with soap and water for at least 20 seconds to prevent the spread of germs.
- * **Bundle up to stay dry and warm.** Wear appropriate outdoor clothing: light, warm layers, gloves, hats, scarves, and waterproof boots.
- * **Manage stress.** Give yourself a break if you feel stressed out or overwhelmed. Some of the best ways to manage stress are to find support, connect socially, and to get plenty of sleep.
- * **Practice fire safety.** Most residential fires occur during the cold, winter months. Do not leave fireplaces, space heaters, food cooking on stoves, or candles unattended. Have an emergency plan in place and practice it regularly.
- * **Prepare food safely.** Remember these simple steps: Wash hands and surfaces often, avoid cross-contamination, cook foods to proper temperatures, and refrigerate foods promptly.
- * **Eat healthy.** Eat fruits and vegetables, which pack nutrients. Limit your portion sizes and foods high in fat, salt, and sugar.
- * **Stay Active.** It is recommended that adults spend at least 30 minutes a day being active and children spend at least an hour a day being active. Some fun fitness activities include walking, running, yoga, or playing sports.



Flu season runs from October to May, but it is never too late and rarely too early to get your flu shot. The 2017 flu season saw 49 million cases of the flu and almost a million trips to the hospital. Please get your flu shot and avoid getting the flu.

The CDC recommends a flu vaccine as the first and most important step towards keeping you and your family protected from the virus. Everyone, 6 months of age and older, should get a flu vaccine. Flu shots are even recommended for use in pregnant women and people with chronic health conditions.

In addition to receiving the flu shot, the CDC also recommends everyday preventive actions such as staying away from people who are sick, covering coughs and sneezes, as well as frequent handwashing. These everyday actions help slow the spread of germs that cause respiratory illnesses such as the flu.

If you have not received the flu vaccine this year and would like to be vaccinated, please contact our Customer Service Department today at 1-888-JAI-1999, so that they may schedule you for an appointment with your Primary Care Provider.

Source: CDC; Flu Virus & Vaccine

Member Satisfaction

At Jai Medical Systems, we value your opinion. That is why we conduct member satisfaction surveys. Jai Medical Systems would like to share with all of our members that we received over 968 responses from our 2017 internal satisfaction survey. Our members rated us with an overall satisfaction score of 84%.

Another survey that you might have received is a national satisfaction survey called the Consumer Assessment of Healthcare Providers and Systems (CAHPS). This survey is designed to find out what you think about your health plan. The CAHPS survey results are compared against other Managed Care Organizations throughout the State and Nation. For the 2018 Adult CAHPS, we received 313 responses and for the Pediatric CAHPS we received 336 responses. The Adult CAHPS results showed that our "Overall Health Plan Rating" is 77%. Our highest performing areas for adults included "How Well Doctors Communicate", "Customer Service" and "Coordination of Care". For the 2018 Pediatric CAHPS, we received an "Overall Health Plan Rating" of 86% and the highest performing area was "How Well Doctors Communicate" at 97%.

Thank you for taking the time to provide us with your valuable feedback and for participating in these surveys. Our internal survey was sent out with our Fall 2018 HealthBeat newsletter. If you have not completed it yet, please take some time to complete this survey and mail it back in the postage paid envelope.

Contact Us:

Phone: 1-888-JAI-1999 | Mail: 301 International Circle Hunt Valley, MD 21030

Hours of Operation: Monday - Friday, 9am to 6pm | Website: www.jaimedicalsystems.com