



# Jai Medical Systems HealthBeat

Summer 2020 | Issue 86

## *A Message from the Director of Customer Service*

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Dear Friend,

At Jai Medical Systems, we understand that COVID-19 has changed almost every aspect of our daily lives. Jai Medical Systems wants you to know that we are here to help. More than ever, we are committed to ensuring that our members have access to high quality and compassionate healthcare. If you have a question or need help, our Customer Service team is here for you and your family. All you have to do is give us a call!

Recently, we conducted outreach to our participating Primary Care Network to ensure the availability of primary care services to our members, including the availability of telemedicine. For the most up-to-date information regarding the availability of your Primary Care Provider, please check out our Online Provider Directory at the following link: <https://www.jaimedicalsystems.com/members/find-provider/>

You may also contact our Customer Service Department Monday through Friday, 9am to 6pm\*, to learn more about the availability of in-person or telemedicine offerings from your Primary Care Provider and other providers. For assistance with scheduling an in-person or telemedicine visit, please give us a call at 1-888-JAI-1999.

Thank you so much for your continued membership with Jai Medical Systems, the highest rated Managed Care Organization in Maryland!

Sincerely,

*TyNeisha Thornton*

Director, Customer Service

\* We have modified office Hours of 9am to 5pm from June 1, 2020 through June 13, 2020.

## When should I go to the **Emergency Room (ER)**?

The emergency room is not a place to go for everyday medical problems such as the common cold, medication refills, or chronic pain. You should go to the emergency room immediately only if you are having a medical emergency. An **emergency** is defined as a health problem that happens suddenly and has symptoms of enough severity, including extreme pain, that the absence of immediate medical attention could reasonably be expected to result in placing your health (or in respect to pregnant women, the health of the woman and her unborn child) in serious jeopardy or serious loss of function to some part of your body.

If it is not a true emergency, you should call your primary care provider (PCP) for assistance with non-emergent medical matters. If it is during the day, your PCP may tell you to come into the office for a same day visit or suggest an Urgent Care visit with a participating Urgent Care Provider. If it is after regular business hours, you can still contact your PCP. You may also reach a nurse 24 hours a day, 7 days a week through our **Nurse Advice Line**. To speak directly with a nurse about health-related matters, please call our **Nurse Advice Line** at 1-844-259-8613.

## *Well Child Visits: What to Expect*



It is important that your child receive regular “Well Child” check-ups with your Pediatric Primary Care Provider (PCP). The American Academy of Pediatrics recommends that all parents take their children to at least 12 check-ups during the first three years of life.

During a well child visit, your child’s PCP will review your child’s health, aspects of their development, and provide any necessary vaccines. Your PCP may also screen your child for health problems; either through blood work or by asking health-related questions. These visits are also a good opportunity for you to ask any questions that you may have related to your child’s health and development.

Your child's PCP will develop and recommend a schedule for your child’s healthcare. Well Child visits are recommended at the following ages:

- 3 to 5 days old.
- By 1 month.
- 2 months.
- 4 months.
- 6 months.
- 9 months.

- 1 year.
- 15 months.
- 18 months.
- 2 years.
- 30 months.
- 3 years.

After age 3, Well Child visits are usually performed once a year.

During the current COVID-19 crisis, it is recommended that children, especially those 24 months and younger, continue to be seen in-office for these Well Child visits, which often require important vaccinations against diseases such as measles. It is important to note that Maryland has seen a significant decrease in pediatric vaccinations during the COVID-19 crisis. Postponing vaccination puts children at risk for preventable infection, so please ensure that you remain on the immunization schedule provided by your child’s PCP.

If you are in need of an appointment for your child or transportation assistance for your child’s appointment, please contact our Customer Service Department today at 1-888-JAI-1999.

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## *The Availability of Telemedicine*

Due to the current COVID-19 crisis and the State of Emergency in Maryland, many Primary Care Providers and Specialty Care Providers are now offering the option of telemedicine. Telemedicine appointments are available by many provider offices either by videoconference and/or by phone, for new and established patients.

For assistance with scheduling an appointment with your PCP, or for more information regarding the availability of telemedicine as an option for your current healthcare needs, please contact us today at 1-888-JAI-1999.



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## *Renew your Health Insurance benefits today!*

At Jai Medical Systems, we care about your health and want to ensure that you and your family maintain your health insurance benefits. 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 website at [www.marylandhealthconnection.gov](http://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 issue, please contact our Customer Service Department at 1-888-524-1999.

## ***Important: Contact Tracing for COVID-19***

Contact tracing is the process of identifying people who may have come into contact with an individual with an infectious disease. For the coronavirus 2019 pandemic, contact tracing begins with a phone interview of the positive COVID-19 patient and obtaining details regarding the patient's contacts, who they have interacted with and where they have gone recently. The next step involves locating people with whom the infected person has interacted during a two-week period.

### **What kind of questions might I be asked by a contact tracer?**

If you are called by a contact tracer, they will ask about your health, any potential symptoms you may have, and the duration of those symptoms. They may ask about your whereabouts for a specific period of time. They will ask for verification of your date of birth, address, and any other phone numbers you may have.

### **What kind of questions will a contact tracer never ask?**

A contact investigator will *never* ask you for your social security number, financial or bank account information, or personal details unrelated to COVID-19. They will not ask for photographs or videos of any kind. They will not ask for your passwords. They will not ask for money or payment.

### **How do I know that a call from a contact tracer is not a scam? Is there a way to verify who is calling?**

When your phone rings, the caller ID will read "MD COVID" on your screen and the phone number calling will be 240-466-4488.

In an effort to assist with contact tracing efforts in the State of Maryland, the Maryland Department of Health requests that you answer the phone when receiving a phone call from a Contact Tracer.

## ***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](http://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.

<b>Look on our website for additional information about our:</b>	<b>Member Portal</b>	<b>General Website</b>
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	★	
Health Assessments	★	
Self-Management Tools	★	
Web-Based Physician and Hospital Directories	★	★
Preventive Care Guidelines		★

## **How Do I Stop Fraud and Abuse?**

We welcome and encourage you to report anything suspicious you may have seen. *Reporting suspected fraud or abuse will not affect your services with us.*

### **Examples of Fraud & Abuse:**

- Prescription Fraud
- Physician Fraud
- Member Card Fraud

### **How to Report Fraud & Abuse**

You can call the Fraud and Abuse Compliance Officer at 1-888-JAI-1999,

Or write to:

Jai Medical Systems  
301 International Circle  
Hunt Valley, MD 21030  
Attn: Fraud and Abuse  
Compliance Officer

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## **24 Hour 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 1-844-259-8613.



# 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	Everyone age 19 and older	During your annual check-up
Pap Smear Test	Women age 21 and older	Every 3 years *evaluate risk every year with your PCP
Cholesterol Blood Test	Everyone age 35 and older	Evaluate risk every year with your PCP
Breast Cancer Screen	Women age 50 and older	Mammogram every 2 years *evaluate risk every year with your PCP
Colon Cancer Screen	Everyone age 50 or older	Evaluate risk every year with your PCP
Prostate Cancer Screen	Men age 40 and older	Evaluate risk every year with your PCP
Lung Cancer Screening	Adults age 55 and older with a history of smoking	Yearly *evaluate risk every year with your PCP
Adult Immunizations: Flu Tdap  Tetanus  Shingles  Pneumococcal (PPSV23)  HPV	Adults 18 and older Adults 18 and older  Adults 18 and older  Adults 60 and older  Anyone Ages 2- 64  Women Ages 11-26 Men Ages 11-21	Yearly Once (if didn't receive at age 11-12), during every pregnancy Every 10 years, more frequently depending on risk Two Shot Series  Evaluate risk with your PCP  Three Shot Series
Eye Exam for Diabetics (Dilated Funduscopic) Foot Exam for Diabetes	Everyone with Diabetes Everyone with Diabetes	Every 2 years or more frequently depending on risk Every year
STD Screening	Everyone who is sexually active	Evaluate risk every year with your PCP
HIV Blood Test	Adults 18 and older	Once or more frequently depending on risk
Hepatitis C	Adults 18 and older	Once for adults born between 1945 and 1965. For others, more frequently depending on risk
Substance Use Screen	Adults 18 and older	Yearly or more frequently depending on risk
Depression Screening	Adults 18 and older	Yearly or more frequently depending on risk

Sources for Preventative Care Guidelines: 1,2,3,4,5

## Contact Us

### Have a question?

We are here to help.  
Call us today at 1.888.JAI.1999.

**Office Hours:** Monday through Friday  
9am to 6pm

### Write Us Today:

301 International Circle  
Hunt Valley, MD 21030

### Visit Us 24/7 Online:

[www.jaimedicalsystems.com](http://www.jaimedicalsystems.com)