

Jai Medical Systems HealthBeat

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Getting Prepared for



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Back to School time may look a lot different this year as many families begin preparing their children for virtual learning this Fall. Before logging on to the school portal, we want to ensure that these important Back to School reminders are checked off your “To Do” list:

☆ **Annual Well Child Checks and Immunization Requirements:** The State of Maryland’s well child and immunization requirements remain in effect for the upcoming 2020 - 2021 school year. All students are required to be compliant with immunizations whether they return to school in person or are taught in a virtual classroom online. Make sure your children are up-to-date with all required preventative care, such as needed immunizations, by scheduling an appointment with your child’s Primary Care Provider (PCP).

☆ **Healthy Habits:** Ensure that your child is knowledgeable about healthy habits to prevent the spreading germs, even when learning from home. Important tips for children include the following:

- Wearing a mask when social distancing is not possible.
- Coughing and sneezing into their elbow.
- Keeping hands away from eyes, nose and mouth.
- Washing hands or using hand sanitizer when water/soap is not available.

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

Its That Time Again– FLU SHOTS!



As the Fall season approaches, it is time to get prepared for the Flu season. The CDC recommends a flu shot as the first and most important step towards keeping your family protected from the flu virus. This vaccination will be even more important this year as the COVID-19 pandemic continues to affect our daily lives.

The flu vaccine is recommended for everyone 6 months of age and older. The flu vaccine is also recommended for use in pregnant women and people with chronic health conditions.

To get your flu vaccine today, please contact your Primary Care Provider today to schedule your appointment. If you need assistance with scheduling a flu vaccination for you or a member of your family, please contact our Customer Service Department today at 1-888-JAI-1999.

COVID-19 Testing and Contact Tracing

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 the most up-to-date information related to COVID-19.

COVID-19 Testing

As of June 15, 2020, Maryland residents can now be tested for COVID-19 with or without symptoms, with or without a referral, and with or without an appointment at various testing sites located throughout the State of Maryland. To find a testing site near you, please visit the Maryland Department of Health's website at <https://coronavirus.maryland.gov/pages/symptoms-testing>.

You may also call our Customer Service Department directly to learn more about testing options and the next steps to take it if you are interested in receiving a COVID-19 test. Our Customer Service Department is available Monday through Friday 9am to 6pm, at 1-888-JAI-1999.

Contact Tracing

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.

Earn your Healthy Reward!



We are happy to announce that Healthy Rewards 2020 is here!

To earn your Healthy Reward this year, spring into action and visit your Primary Care Provider (PCP) for your annual physical. After you have received your physical, please check your mail. You will receive a Healthy Rewards Redemption Certificate. You will need to complete this certificate in order to redeem your reward.

Please see your PCP as soon as possible. Healthy Rewards quantities are limited, so schedule your PCP visit today before rewards run out!

If you have questions about the **Healthy Rewards** program or need to schedule an appointment with your PCP, please call our Customer Service Department today at 1-888-JAI-1999 for assistance.

* Jai Medical Systems Managed Care Organization, Inc. reserves the right to eliminate or reduce incentives/rewards and/or modify or cancel the Healthy Rewards Program at any time without notice. Rewards are not convertible to cash. Limitations and exclusions apply. Offer valid while supplies last. Eligibility to receive a reward is contingent on Jai Medical Systems Managed Care Organization, Inc.'s receipt of confirmation from your PCP that you had your annual visit in 2020.

Member Satisfaction Survey

We would like to hear from you!



Your opinion matters! On an annual basis, we mail 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.

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.

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.

Look on our website for additional information about our:	Member Portal	General Website
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 (Including Recent Updates)		★
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		★

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. 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.

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 Alert program, please contact us today at 1-888-524-1999.

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.

Have a comment, question or concern?

We are here to help.
Call us today at
1.888.524.1999.

Customer Service Hours:

Monday through Friday
9am to 6pm

Write Us Today:

301 International Circle
Hunt Valley, MD 21030

Visit us 24/7 Online:

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	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 Funduspic) 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