



Jai Medical Systems HealthBeat

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Special Notice:

Jai Medical Systems will be closed on Friday, December 24, 2021, in observance of Christmas.

Our office will re-open on Monday, December 27, 2021.

If you have any health related questions, please be sure to contact our Nurse Advice Line at 1-844-259-8613.

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, the Highest Rated Medicaid Health Insurance Plan in Maryland and one of the Highest Rated in the United States. We are truly thankful for your membership.

As always, at Jai Medical Systems, we want to help you live life well. In an effort to promote wellness this Winter season, we encourage you and your family to learn more about the importance of the flu vaccine as well as the COVID vaccine. These are both very important vaccinations that can help safeguard against and protect from severe illness that comes from the spread of virus.

As a reminder, individuals ages 6 months and older are eligible to receive the flu vaccine, and the COVID-19 vaccine is now available for individuals 5 years and older.

For individuals who have completed their COVID vaccine series, you may be eligible for a COVID booster vaccine. Individuals who received the Pfizer or Moderna vaccine series are eligible to receive a booster vaccine 6 months after the initial vaccine series. Individuals who received the Johnson & Johnson vaccine may receive a booster two months after the initial vaccine series.

If you or your family have any questions or concerns regarding the COVID-19 vaccine, please contact your Primary Care Provider for additional information. Additionally, 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. We look forward to your continued membership in the New Year!

Best Wishes,

TyNeisha Smith

TyNeisha Smith
Director, Customer Service



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.

Jai Medical Systems does not prohibit, or otherwise restrict, a provider acting within the lawful scope of practice, from advising or advocating on behalf of a member who is his or her patient.

Have a comment, question or concern?

We're 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



CAHPS Member Satisfaction and Survey Results



At the beginning of CY2022, please be on the lookout for the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. This survey is designed to find out what you think about your health, Jai Medical Systems. The CAHPS survey results are compared against other Managed Care Organizations throughout the State and Nation. For the 2021 Adult CAHPS, we received 196 responses and for the Pediatric CAHPS we received 329 responses. The Adult CAHPS results showed that our "Overall Health Plan Rating" is 55.61%. Our highest performing areas for adults included "How Well Doctors Communicate" at 95.29% and "Customer Service" at 88.36%. For the 2021 Pediatric CAHPS, we received an "Overall Health Plan Rating" of 69.18% and the highest performing area was "How Well Doctors Communicate" at 93.99%.

Thank you for taking the time to provide us with your valuable feedback and for participating in these surveys! If there are any areas where you feel that you cannot rate us highly, please do contact our Customer Service Department at 1-888-524-1999 so that we may address your concerns. Our internal survey was sent out with our Fall 2021 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.

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		★

Well Child Visits: What to Expect

It is important that your baby 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 checkups 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 scheduled once a year.

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.



Renew your Health Insurance benefits today!

It’s time for the holidays, but it is also cold and flu season. This is why it is very important for you and your family to maintain your health insurance. 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 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

Earn your Healthy Reward Today!

We are happy to announce that Healthy Rewards 2021 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 2021.

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 Source: 3	Everyone age 19 and older	During your annual check-up
Pap Smear Test Source: 3	Women age 21 and older	Every 3 years <i>*evaluate risk every year with your PCP</i>
Cholesterol Blood Test Source: 3	Everyone age 35 and older	Evaluate risk every year with your PCP
Breast Cancer Screen Source: 3	Women age 50 and older	Mammogram every 2 years <i>*evaluate risk every year with your PCP</i>
Colon Cancer Screen Source: 3	Everyone age 50 or older	Evaluate risk every year with your PCP
Prostate Cancer Screen Source: 2	Men age 40 and older	Evaluate risk every year with your PCP
Lung Cancer Screening Source: 3	Adults age 55 and older with a history of smoking	Yearly <i>*evaluate risk every year with your PCP</i>
Adult Immunizations: Flu Tdap Tetanus Shingles Pneumococcal (PPSV23) HPV Source: 3,5	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 Fundoscopic) Foot Exam for Diabetics Source: 1	Everyone with Diabetes Everyone with Diabetes	Every 2 years or more frequently depending on risk Every year
STD Screening Source: 5	Everyone who is sexually active	Evaluate risk every year with your PCP
HIV Blood Test Source: 3,5	Adults 18 and older	Once or more frequently depending on risk
Hepatitis C Source: 3	Adults 18 and older	Once for adults born between 1945 and 1965. For others, more frequently depending on risk
Substance Use Screen Source: 3	Adults 18 and older	Yearly or more frequently depending on risk
Depression Screening Source: 3	Adults 18 and older	Yearly or more frequently depending on risk