



# HealthBeat



## *A Welcome Message from the Manager of Customer Service*

Greetings,

Happy Fall! It is easy to see from the colorful changing leaves on the trees that we are entering autumn. As the days grow cooler, Jai Medical Systems would like to remind you of some important information that we hope you will find useful. In this issue of *Health Beat*, we will cover how to keep your benefits with Jai Medical Systems, how you can earn your Healthy Reward, the importance of our annual Member Satisfaction Survey, and how preventative healthcare can keep you healthy.

Wishing you all the best,

**Ulysses MacArthur**

*Manager of Customer Service*

### Stay Healthy this Fall! Keep your Benefits with Jai Medical Systems

To stay healthy this fall, make sure you keep your benefits with Jai Medical Systems. Jai Medical Systems would like to make sure you are aware of how important it is to renew your Medicaid benefits when it's your turn. Renewing your benefits in a timely manner ensures they continue without interruption. Jai Medical Systems will reach out to you to remind you of this important task.

When it is time to renew your benefits, you will be contacted in one or more of the following ways including: a live phone call, text, email, and/or via USPS mail. These important notifications will come from both the State of Maryland and Jai Medical Systems. Please ensure that you have the most up-to-date contact information on file with Jai Medical Systems in order to receive these important benefit renewal reminders.

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## Member Satisfaction Survey



Tell us what you think. Your voice matters! On an annual basis Jai Medical Systems sends a member satisfaction survey to all our members. This member satisfaction survey is your opportunity to tell us how we're doing. Your responses are important to us and we use this survey information to help find ways to improve our services. We would appreciate it if you could take a moment to complete and return the enclosed member satisfaction survey.

Each and every survey that we receive is reviewed by a staff member. Please note, 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 excellent customer service and your feedback helps us improve the experience we provide to all our members. We look forward to hearing from you!

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**Time is running out!  
Pick a Winner!  
Earn your Healthy Reward**



By now you should have received a special scratch off post card in the mail from Jai Medical Systems instructing you to pick a winner. This special postcard features our very own Maryland blue crab and details how you can earn your Healthy Reward from Jai Medical Systems. Earning your Healthy Reward is easy.

### **1) Visit Your Primary Care Provider**

Call 1-888-JAI-1999 to schedule your Primary Care Provider (PCP) appointment today!

### **2) Redeem Your Reward**

After your visit, fill out the Healthy Rewards form online at [www.jaimedicalsystems.com/member/healthyrewards/](http://www.jaimedicalsystems.com/member/healthyrewards/). Or, call 1-888-JAI-1999 for assistance.

### **3) Congratulations!**

You earned Healthy Rewards! A \$25 Target gift card will be mailed to the address indicated on your online form. Complete the 3 steps as soon as possible as Healthy Rewards quantities are limited.

\* 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 2023.

## Health Tips for the Fall

Fall is here and with Fall comes the beginning of the cold and flu season. No one wants to be at home sick missing out on all of the fun that Fall offers. Here are a few tips to help you stay healthy this Fall.

**Get Your Flu Shot!** This is a very important health tip for the Fall and Winter months. According to the U.S. Centers for Disease Control and Prevention, “The single best way to prevent the flu is to get a flu vaccine each season.” Please schedule an appointment with your Primary Care Provider (PCP) today to receive this very important vaccine.

**Wash Your Hands.** Washing your hands can help prevent the spread of germs. During the Fall, most people are cooking, eating, shaking hands, shopping in crowded places and hugging a lot, so it is especially important to keep your hands clean. If you do not have access to clean water and soap, hand sanitizer is a good alternate option.

**Stay Hydrated.** Be sure to hydrate each day by drinking water throughout the day.

**Eat Nutrient Rich Food.** The foods you eat can also help prevent the cold; think bright, colorful fruits and vegetables. A fan of dairy? Try a Greek yogurt, which is packed with probiotics and has been shown to boost the immune system. Another immunity booster that you can find in abundance this season are pumpkins; which are available fresh and canned.

**Schedule Preventative Health Check-Ups.** Be sure to visit your PCP this year to ensure that you are scheduled and seen for any important preventative health check-ups, such as a pap smear and breast cancer screening for both men and women. For more information on the Preventative Care Guidelines for Adults, please see the back of this newsletter.

## UPDATES & REMINDERS

### 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-JAI-1999.

### 24 /7 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 1-833-359-0170.

### Advocacy

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.

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](http://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 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 *evaluate risk every year with your PCP
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 *evaluate risk every year with your PCP
Colon Cancer Screen Source: 3	Everyone age 45 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 Screen Source: 3	Adults age 55 and older with a history of smoking	Yearly *evaluate risk every year with your PCP
Adult Immunizations:		
Flu	Adults 18 and older	Yearly
Tdap	Adults 18 and older	Once (if didn't receive at age 11-12), during every pregnancy
Tetanus	Adults 18 and older	Every 10 years, more frequently depending on risk
Shingles	Adults 60 and older	Two Shot Series
Pneumococcal (PPSV23)	Anyone Ages 2- 64	Evaluate risk with your PCP
HPV	Women Ages 11-26 Men Ages 11-21	Three Shot Series
Source: 3,5		
Eye Exam for Diabetics (Dilated Fundoscopic)	Everyone with Diabetes	Every 2 years or more frequently depending on risk
Foot Exam for Diabetes Source: 1	Everyone with Diabetes	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

Please check **one** box per question.

1. Our records indicate that you are a member of Jai Medical Systems MCO. Is this correct?

- Yes     No

2. How long have you been enrolled with Jai Medical Systems?

- Less than 6 months     6 months – 1 year  
 1 – 2 years                 3+ years

**Primary Care – Your Personal Doctor or Nurse**

3. Are you satisfied with the selection of Primary Care Providers (also known as PCPs) Jai Medical Systems has to offer?

- Yes  
 No

4. Does your Primary Care Provider require an appointment to be seen?

- Yes  
 No

a. If no, is the ability to walk in without an appointment an important benefit to you?

- Yes                                 Not applicable  
 No

5. Please check one box for each of the following:

a. Willingness of your personal doctor to explain medical problems & treatment:

- Excellent  
 Good  
 Fair  
 Poor

b. Your personal doctor’s explanation of prescription medications:

- Excellent  
 Good  
 Fair  
 Poor

c. Amount of time your personal doctor spent with you during your visit:

- Excellent  
 Good  
 Fair  
 Poor

d. Your personal doctor’s attention given to what you had to say:

- Excellent  
 Good  
 Fair  
 Poor

e. Customer service skills of the medical staff at your personal doctor’s office:

- Excellent  
 Good  
 Fair  
 Poor

5. (continued) Please check one box for each of the following:

f. Knowledge of the medical staff and ability to assist with your questions:

- Excellent  
 Good  
 Fair  
 Poor

g. After arriving at your personal doctor’s office for care, how would you rate the amount of time you waited before seeing your personal doctor for a scheduled appointment.

- Excellent  
 Good  
 Fair  
 Poor

h. Rate the amount of time you waited before seeing your personal doctor without an appointment.

- Excellent  
 Good  
 Fair  
 Poor

i. Please rate the care, tests, and treatment you received from your Primary Care Provider (PCP)?

- Excellent  
 Good  
 Fair  
 Poor

**Health Care from Specialists**

6. If you have ever needed to get health care from a specialist, such as an allergy doctor, heart doctor, or skin doctor, were you satisfied with the selection of specialists available?

- Yes                                 I did not see a specialist  
 No                                        **↳ (Please skip to question 8 on the back)**

7. How would you rate the following?

a. The referral process to see a specialist when recommended by your Primary Care Provider (PCP):

- Excellent  
 Good  
 Fair  
 Poor

b. What kind of specialist did you see?

How would you rate?

c. The care, tests, and treatment you and your specialist discussed:

- Excellent                                 N/A  
 Good  
 Fair  
 Poor



7. (continued) How would you rate?

d. Your ability to get an appointment with a specialist

- Excellent  N/A  
 Good  
 Fair  
 Poor

### Prescription Benefits

8. Are you satisfied with your prescription benefits with Jai Medical Systems?

- Yes  
 No

9. Are you satisfied with the prescription medications covered on the Jai Medical Systems drug list (also called a formulary)?

- Yes  
 No

10. Do you feel it is an important benefit to have no co-payments on prescription medications?

- Yes  
 No

11. Are you satisfied with Jai Medical Systems' Customer Service Department?

- Yes  
 No

12. When calling the Customer Service Department, was your call answered in a timely manner?

- Yes  Not Applicable  
 No

13. When calling the Customer Service Department, were you satisfied with the response to your questions and/or concerns?

- Yes  Not Applicable  
 No

14. Have you ever received letters and/or information from Jai Medical Systems in the mail?

- Yes  Not Applicable  
 No

If yes, do you feel the letters and/or information were helpful?

- Yes  
 No

15. Are you aware of Jai Medical Systems' Health Education programs?

- Yes  
 No

15a. Have you attended any of the Health Education programs?

- Yes → *if Yes, go to question 15b*  
 No → *if No, go to question 16*

15b. If yes, would you recommend the Health Education programs to a friend or family member?

- Yes  
 No

### Case Management

16. Have you ever used Jai Medical Systems' Case Management services, such as working with a nurse to help you with your medical needs?

- Yes → *if Yes, go to questions 16a and 16b*  
 No → *if No, go to question 17*

16a. How would you rate the Case Management services you received?

- Excellent  N/A  
 Good  
 Fair  
 Poor

16b. How would you rate your Case Management Nurse?

- Excellent  N/A  
 Good  
 Fair  
 Poor

### About You



17. Do you have access to a smartphone, tablet, or application enabled device?

- Yes  
 No

18. Are you aware that Jai Medical Systems offers a Member Portal where you can access important information about our services and your benefits?

- Yes  
 No

19. What is your OVERALL rating of Jai Medical Systems?

 1 2 3 4 5 6 7 8 9 10   
            
Worst possible care Best possible care

20. Would you recommend joining Jai Medical Systems to a friend and/or family member?

- Yes  No

### Thank You

**Thank you so much for taking the time to complete this survey! Please return in the provided postage paid envelope.**

*We care about your thoughts and opinions. If you have any additional comments or concerns regarding your care or experiences with Jai Medical Systems, please do not hesitate to contact our Customer Service Department at 1-888-JAI-1999.*

*We look forward to hearing from you!*