

HealthBeat

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A Message from the Manager 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.*

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 Merry Christmas and Happy New Year!

Sincerely,



Ulysses McArthur, Jr.
Manager of Customer Service

*Based on 2021 VBPI scores.

Earn your Healthy Reward Today!

It's not too late to earn your 2023 Healthy Reward! To earn your Healthy Reward for 2023*, please call our Customer Service Department today at 1-888-JAI-1999 to schedule your Primary Care Provider (PCP) appointment.

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

After visiting your PCP and submitting a completed Healthy rewards form online, a \$25 Target gift card will be mailed to the address indicated on your online form. Healthy Rewards quantities are limited. Please don't wait. Earn your Healthy Reward Today!

*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.



Healthy Holiday To-Do: Keep your 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 6 pm:

Jai Medical Center 5010 York Road Baltimore, MD 21212 Phone: 410-443-2200	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	Jai Medical Center 301 International Circle Hunt Valley, MD 21030 Phone: 410-433-2200
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If you have any questions regarding this important matter, please contact our Customer Service Department at 1-888-JAI-1999.

Tips for a Happy, Healthy Holiday Season

It's 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. Below are some 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 candle 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.
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Cervical Health Awareness Month

January is National Cervical Health Awareness Month. You can lower your risk for cervical cancer by getting screened regularly, starting at age 21.

Screening tests There are two tests that help to screen and detect cervical cancer.

- ◆ The Pap test (or Pap smear) looks for precancers, which are cell changes on the cervix that might become cervical cancer if they are not treated appropriately. You should get your first Pap test at age 21. If your test result is normal, you can wait three years for your next test.
- ◆ The human papillomavirus (HPV) test looks for the HPV virus that can cause these cell changes. HPV vaccination prevents new HPV infections, but does not treat existing infections or diseases. This is why the HPV vaccine works best when given before any exposure to HPV. It is recommended that adult women get screened for cervical cancer regularly, even if they have received the HPV vaccine.

For help scheduling your Cervical Cancer Screening, please contact our Customer Service Department at 1-888-JAI-1999.

Source: Division of Cancer Prevention and Control, Centers for Disease Control and Prevention.

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 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 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.

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 Hour Nurse Advice Line

As a member of Jai Medical Systems, you have access to our 24 Hours 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.

Member Advocacy

Jai Medical Systems does not prohibit, or otherwise restrict, a provider acting within their 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-JAI-1999.

Customer Service Hours:

Monday through Friday
9am to 6 pm

Write Us Today:



Like us on
Facebook

Get your Flu Shot!

The CDC recommends everyone 6 months of age and older should get a flu vaccine. This year, the flu vaccine is more important than ever before.

Please contact your Primary Care Provider today to schedule your appointment to get the Flu vaccine. If you need assistance with getting your family vaccinated against the flu today, please contact our Customer Service Department at 1-888-JAI-1999.

Formulary and Prior Authorizations

A link to our formulary (as well a searchable formulary including generic preference information), a copy of all recent Formulary Change Notices, a link to our Prior Authorization Request Forms, as well as other important pharmacy information can be found on our website at <https://jaimedicalsystems.com/providers/pharmacy/>

Any request for a medication that is not on the drug list needs to include a completed signed PA Form as well as why medications on the drug list are not appropriate and, if applicable, any information that would be needed for similar medications on the drug list to be approved.

Word Find Fun

There are 10 words listed below.
Can you find them all?

	R	S	N	O	W	M	A	N	M	T
REWARD	L	E	U	C	D	E	V	D	O	Y
FLU										
SHOT	D	R	A	W	E	R	N	H	X	K
HAPPY										
NEW	R	H	D	Y	O	X	S	E	H	Y
YEAR										
RENEW	I	L	A	Q	I	A	J	E	R	Q
SNOWMAN										
HEALTHY	C	M	U	P	C	F	A	W	K	Z
JAI										
	J	C	Q	V	P	L	N	Y	O	Z
	N	U	B	Z	T	Y	E	B	I	Q
	T	L	A	H	R	A	W	R	O	P
	K	F	Y	L	R	A	C	D	O	N