

# JAI MEDICAL SYSTEMS

# SPRING Newsletter

2024, Vol. 101

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## Exciting News!

Dear Friend,

I have some exciting news to share with you! On an annual basis, the Maryland HealthChoice Program issues a *Performance Report Card for Consumers* to show how each HealthChoice Managed Care Organization (MCO) compares to one another in important areas of performance, such as Access to Care and Keeping Kids Healthy. I am pleased to share that Jai Medical Systems received the *highest ratings of any MCO*; receiving a perfect 3 star rating in every rated category.

Thank you for being a member of Jai Medical Systems, the Highest Rated Medicaid Health Plan in Maryland according to the 2024 HealthChoice Performance Report Card for Consumers. ***You made a smart choice!*** For more information about HealthChoice Performance, please visit: <https://health.maryland.gov/mmcp/healthchoice/>

Sincerely,

Ulysses McArthur, Jr.  
***Manager of Customer Service***

## Your Voice Matters.

## Complete the CAHPS Survey today!

In mid-February, you may have received a national survey in the mail called the Consumer Assessment of HealthCare Providers and Systems (CAHPS) survey. **As a member of Jai Medical Systems, it is important to complete the CAHPS survey.** This is your opportunity to tell us how you feel about the medical care and services that you are receiving as a member of Jai Medical Systems, the highest rated Medicaid Health Plan in Maryland.\* If you have any questions or concerns about our organization that would prevent you from rating us highly, please contact us today at 1-888-JAI-1999, so that we may address your concerns.

\*According to the 2024 HealthChoice Performance Report Card for Consumers



# Important: New Prescription Drug Co-Payment Requirement

Beginning on May 1, 2024, all Maryland HealthChoice Managed Care Organizations will be required to charge a Pharmacy Prescription Co-Payment. In accordance with directives from the Maryland Department of Health regarding pharmacy co-payments for individuals in the Maryland HealthChoice Program, and to comply with the Mental Health Parity and Addiction Equity Act, beginning on May 1, 2024, Jai Medical Systems will be required to charge the following co-payments for prescription drugs:

- \$1.00 co-payment on new and refilled preferred brand name and generic drugs, and HIV/AIDS drugs.
- \$3.00 co-payment on new and refilled non-preferred brand name drugs.

Please note, in accordance with applicable federal and state statutory requirements, individuals under the age of 21, pregnant women, and Native Americans are not required to pay co-payments. Co-payments also do not apply to family planning drugs.

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

The emergency room is not a place to go for everyday medical issues such as the common cold, medication refills, or chronic pain. **You should go to the emergency room only if you are having a medical emergency.** An **emergency** is defined as a health problem that happens suddenly and has symptoms of 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.



For medical matters that are not emergencies, you should call your primary care provider (PCP). *As a reminder, your PCP's phone number can be found on the front of your Jai Medical Systems Member ID Card.* Your PCP may suggest coming in to be seen for a same day or next day appointment, or may suggest a visit to Urgent Care. To find an in-network Urgent Care near you, please visit our online Provider Directory at [www.jaimedicalsystems.com](http://www.jaimedicalsystems.com), or you may also call our Customer Service Department at 1-888-JAI-1999.

As a member of Jai Medical Systems, you also have access to speak with a Nurse about your health-related matters 24 hours a day, 7 days a week access through our Nurse Advice Line. To speak directly with a nurse about health-related matters, please call our Nurse Advice Line at 1-833-359-0170.

### Important Updates and Reminders

#### Healthy Rewards

Did you know that Jai Medical Systems members are eligible for a \$25 Healthy Reward? It's true! Visit your PCP today, and then complete your Healthy Rewards Redemption Certificate online at [www.jaimedicalsystems.com](http://www.jaimedicalsystems.com). *Limitations and exclusions apply. Offer valid while supplies last.*

#### 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, and you may opt-out at anytime. To learn more about our Health Alert program, please contact us today at 1-888-JAI-1999.

#### Tax Form 1095-B

In February, IRS Form 1095-B was mailed directly from the Maryland Health Connection to all Medicaid recipients. This is an important form that serves as a proof of the healthcare insurance requirement, and should be shared with your tax preparer.

# Keep your Health Insurance Benefits with Jai Medical Systems



To ensure that you maintain your health insurance 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/checkin](http://www.marylandhealthconnection.gov/checkin). 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: 410-443-2200

**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

## Spring into Healthy Habits

With Spring right around the corner, now is a great time to take steps towards living a healthier lifestyle. Please see below for six steps that you can take to improve your health this year:

1. **Schedule Preventative Healthcare.** On an yearly basis, it is important to schedule a visit with your Primary Care Provider (PCP). During this visit, your PCP will assess your overall health and recommend any additional preventative healthcare screenings that you may need based on your health and your age. If you have not seen your PCP yet this year, please do so! As a reminder, Jai Medical Systems members are eligible for a **\$25 Healthy Reward** after they've had an annual visit with their PCP. If you need assistance scheduling an appointment with your PCP, please feel free to contact our Customer Service Department at 1-888-JAI-1999.
2. **Prioritize Sleep.** Sleep is important, but it is often the last thing on our list. Make it a goal to get 7 to 9 hours of sleep a night. Be sure to keep your bedroom as quiet and dark as possible. If you have difficulty getting your mind to relax before bedtime, try a meditation or reading a book.
2. **Get Active.** It is recommended that adults take 10,000 steps a day. With warmer weather approaching, plan a daily walk outside with friends or try an outdoor sport such as tennis, pickleball, or basketball.
3. **Set a Healthy Habit "Alarm".** Set an alarm to remind yourself to form healthier habits. For example, you can set a daily alarm to remind you about your bedtime, drinking more water, eating a healthy meal, or even standing up and stretching.
4. **Use Sunscreen.** Everyone should wear sunscreen, but not all sunscreens are created equally. When looking for the best protection from the sun, be sure to pick up a lotion or spray with a Sun Protection Factor (SPF) of 30 or higher. Also, be sure that the sunscreen lists that it protects against UVA and UVB rays.
5. **Greet the Day.** Some mornings may be harder than others to get up, but waking up at a consistent time can improve your health. The sunlight in the morning helps program the body and can actually help regulate your sleep schedule.

**Have a question?** We are here to help.  
Call us today at 1-888-JAI-1999.  
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)

# 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 receive them. Note that if PCP is listed below, it stands for Primary Care Provider. Please call us to schedule an appointment at 1-888-JAI-1999 for assistance with scheduling your needed care.

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

Source 1. American Diabetes Association | Source 2. American Cancer Society | Source 3. US Preventive Services Task Force (USPSTF) | Source 4. American Heart Association | Source 5. Center for Disease Control (CDC)