



## Merry Christmas from Jai Medical Systems

Dear Friend,

During this holiday season, we would like to thank you for your continued membership with Jai Medical Systems, the Highest Rated Medicaid Health Plan in Maryland, according to the 2024 MCO Report Card. You made a smart choice!

As always, at Jai Medical Systems, we want to help *you live life well*. In an effort to promote wellness this Winter season, we would like to take this time to remind you about the importance of staying up to date with preventative healthcare by visiting your Primary Care Provider (PCP), and the importance of receiving immunizations such as the flu shot. By doing this, you will stay healthy this winter season, and you may even earn your Healthy Reward. Remember, it is not too late to earn your 2024 Healthy Reward! To earn your Healthy Reward for 2024, please visit your PCP for your annual physical before the end of the year. For assistance with scheduling an appointment with your PCP, please contact us today at 1-888-JAI-1999.

Lastly, please renew your Medicaid benefits with Jai Medical Systems when you are notified it is time to do so. Maintaining health insurance coverage is important especially when you are seeking to access care at your PCP's office, visiting urgent care or the Emergency Room, or when filling a prescription. For more information on how and when to renew your Medicaid benefits, please see page 3 of this newsletter.

Wishing you a Merry Christmas and Happy New Year!,

Ulysses McArthur, Jr.  
Manager, Customer Service

\* 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 2024.

### Inside this Issue

MERRY CHRISTMAS AND REMINDERS	1	MEMBER RESOURCES ONLINE	2	IMPORTANT REMINDERS	3
GETTING TO KNOW YOU	2	DIABETIC EYE SCREENINGS	3	FRAUD AND ABUSE	4
SATISFACTION SURVEY RESULTS	2	DON'T LOSE YOUR COVERAGE	3	CHRISTMAS WORD SEARCH FUN	4

### Important Holiday Reminders

Jai Medical Systems will be closed on December 25, 2024, and January 1, 2025. While our offices will be closed on these days, there are many resources that will be open and available to our members including our Nurse Advice Line, and Network Urgent Care Centers.

### Urgent Care Availability

Participating urgent care centers Patient First and Express Care will be open on Christmas and New Year's Day. Please check out their website for their operating hours.

### 24/7 Nurse Advice Line

As a member of Jai Medical Systems, you have access to our 24 Hour Nurse Advice Line. To speak with a Nurse today, please call 1-833-359-0170.

### PCP After Hours Care

To contact your Primary Care Provider after hours, please contact the office number located on the front of your Member ID Card.

## Getting To Know You

Jai Medical Systems is committed to providing appropriate services based on the diverse cultures and languages of our members. The more we know and understand about who you are, the better we may serve you. This is why we have added a new survey to our website, <https://jaimedicalsystems.com/members/update-my-information/> where

you can share additional information about you, such as your race, ethnicity, and preferred language among other topics.

This survey is optional, and all responses received will be kept confidential. Please note, completion of this survey is not required to receive benefits and services from Jai Medical Systems.

## CAHPS and Member Satisfaction and Survey Results

Each year, Jai Medical Systems receives feedback from our members through two surveys. The first is the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. The goal of this survey is to find out what you think of your health plan, Jai Medical Systems, and the providers you see. The CAHPS survey results are compared against other health plans throughout the State and Nation. The 2023 Adult CAHPS results showed that our “Overall Health Plan Rating” was 47.64%. Our highest performing areas for adults included “How Well Doctors Communicate” at 91.42% and “Customer Service” at 92.98%. For the 2023 Child CAHPS survey, we received an “Overall Health Plan Rating” of 59.43% and the highest performing area was “How Well Doctors Communicate” at 93.22%.

The second survey is an internal survey that Jai Medical Systems sends out to give members an opportunity to provide us feedback on how we are doing. In 2023, our overall satisfaction rate from our members in this survey was 99%. Our 2024 internal survey was sent out with our Fall 2024 Health Beat. If you have not completed this survey yet, please take some time to complete it and mail it back in the postage paid envelope.

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.

## Member Resources Online

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](http://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.

<b><i>Look on our website for additional information about our:</i></b>	<b><i>Member Portal</i></b>	<b><i>General Website</i></b>
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 <i>(Including Recent Updates)</i>		★
Pharmacy Benefits and how to use them		★
Co-Payment Information		★
Explanation of Benefits	★	
Temporary Membership Card	★	
Healthy Living Tools		★
Web-Based Physician and Hospital Directories	★	★
Preventive Care Guidelines and Wellness Schedule for Children		★

## ***Attention Members with Diabetes: Have you received your Eye Screening?***

Did you know that individuals with diabetes are at an increased risk for vision problems? It's true, and that is why if you have diabetes, it is important for you to receive a diabetic eye screening at least annually. This vision screening can detect issues such as diabetic retinopathy, a condition which can cause vision loss.

If you have not received a diabetic eye screening in the past year, now is the time to get your eyes checked. Diabetic eye screenings are available through providers in our vision network.

In addition, we are excited to share that diabetic eye screenings are now available at the following participating provider, Jai Medical Center, locations:

- 1235 E. Monument Street, Baltimore, MD 21202
- 4340 Park Heights Avenue, Baltimore, MD 21215
- 301 International Circle, Suite 100, Hunt Valley, MD 21030

For assistance with scheduling an appointment for your diabetic eye screening, please contact our Customer Service Department today at 1-888-JAI-1999.

---

## ***Don't Lose Your Health Insurance Coverage!***

Jai Medical Systems cares about you, and we want to make sure you are aware of how important it is to **renew your Medicaid benefits when you are notified it is time to do so**. Renewing your Medicaid benefits is important. By completing your redetermination application in a timely manner, you can ensure your Medicaid benefits with Jai Medical Systems continue without interruption. Redetermination notifications will be mailed to Medicaid recipients when it is their time to renew their benefits.

These important mailings will come from both the State of Maryland and Jai Medical Systems. Further, Jai Medical Systems will reach out to you by phone to remind you of this important task. Please ensure that you have the most up-to-date contact information on file with Jai Medical Systems, so that you can receive these important reminders by mail and phone.

To ensure that you maintain your health insurance benefits with Jai Medical Systems, please renew your benefits before your eligibility end date. To renew your benefits today, please visit the Maryland Health Connection website at **[www.marylandhealthconnection.gov](http://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 Ave.  
Baltimore, MD 21215  
Phone: 410-542-8130

Jai Medical Center  
1235 East Monument St.  
Baltimore, MD 21202  
Phone: 410-327-5100

## **Do you have other health insurance coverage?**

Jai Medical Systems understands that sometimes our members may have other health insurance coverage. If this applies to you, it is important that you keep Jai Medical Systems up to date with any information about your other health insurance coverage. To report any changes regarding your other health insurance coverage, please contact us today. If you have any questions or need to make any updates, please call our Customer Service Department at 1-888-JAI-1999.



### **Health Education**

Jai Medical Systems offers Health Education classes for our members. These classes are offered both in person as well as virtual through Zoom. Our next health education classes, which will focus on diabetes and hypertension, will be held throughout the month of December at participating provider, Jai Medical Center, located at 1235 East Monument Street, Baltimore, MD 21202. Members interested in joining us for a health education class can sign up by calling us at 1-888-JAI-1999, or emailing us at [customerservice@jaimedical.com](mailto:customerservice@jaimedical.com).

### **Transportation**



Jai Medical Systems offers transportation to and from your primary care provider as well as other appointments as needed. For assistance with scheduling transportation to your primary care appointments, please call us at today 1-888-JAI-1999.

# Preventing Fraud and Abuse

IT IS AGAINST THE LAW TO COMMIT FRAUD AND/OR ABUSE!

## How Do I Stop Fraud and Abuse?

We welcome and encourage you to report anything suspicious related to fraud you may have seen. Reporting suspected fraud or abuse will not affect your services with us.

### Prescription Fraud

- Anyone who forges a doctor's signature on a prescription for medication or uses a doctor's name to call a false prescription in to the pharmacy.
- Anyone who lies about having lost prescription medication.
- Anyone who gets prescription medication when they are not ill.

### Medicaid Card Fraud

- Someone who used or is currently using a medical ID card that does not belong to them.
- Allowing a family member to use your medical ID card.
- Repeatedly visiting the emergency room for care that can be received from a primary care physician (PCP).

### Physician Fraud

- Any doctor who bills for a visit that did not happen.



Individuals suspected of committing fraud and/or abuse by Jai Medical Systems will be reported to the Maryland Department of Health – Office of the Inspector General (MDH-OIG) for further investigation.

## To Report Fraud and Abuse

You can call the Fraud and Abuse Compliance Officer: **1-888-JAI-1999**

Or write to: Jai Medical Systems, Attn: Fraud and Abuse, 301 International Circle, Hunt Valley, MD 21030

---

## Christmas Word Search Fun

15 holiday words listed below are hidden in the grid to the right. Can you find them all?

SANTA	PRESENTS
RUDOLPH	LIGHTS
REINDEER	JOLLY
COOKIES	SNOW
STOCKING	MERRY
ORNAMENT	MISTLETOE
ELF	STAR
TREE	

L	O	F	E	F	S	M	S	K	C
R	I	R	Q	S	N	E	T	C	O
E	T	G	N	F	O	R	O	T	O
I	S	E	H	A	W	R	C	R	K
N	A	L	T	T	M	Y	K	E	I
D	N	F	O	A	S	E	I	E	E
E	T	P	R	E	S	E	N	T	S
E	A	J	O	L	L	Y	G	T	Z
R	M	I	S	T	L	E	T	O	E
S	T	A	R	U	D	O	L	P	H