

Fall Greetings

Dear Friend,

Thank you for your continued membership with Jai Medical Systems, one of the highest rated Managed Care Organizations in Maryland. As you know, Fall is here, and with it comes the start of cold and flu season. Here are a few important reminders to help keep you healthy this Fall:

- **Visit Your Primary Care Provider (PCP):** Annual well visits with your PCP give you an opportunity to ask questions about your health as well as review how your health status is changing from year to year. If you have not seen your PCP yet this year, please make an appointment to see them as soon as possible and earn your Healthy Reward!

- **Get Recommended Seasonal Vaccines:** Your PCP may recommend certain vaccines to protect you from illnesses and viruses that are typically seen this time of the year, such as the Flu vaccine. For more information about the flu vaccine and where to get it, please see page 3 of this newsletter.

- **Maintain your Health Insurance Benefits:** We want to ensure that you maintain your health insurance benefits with Jai Medical Systems. It is important to have health insurance coverage 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.

If you have any questions, or need assistance, please contact our Customer Service Department at **1-888-JAI-1999**.

Sincerely,

Ulysses McArthur, Jr.
Customer Service Manager

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Notice of Privacy Practices
Member Rights & Responsibilities

Contact Us

We are here to help!

Hours of Operation: Monday through
Friday, 9am to 6pm

Phone: 1-888-JAI-1999 (1-888-524-1999)

Mail: 301 International Circle
Hunt Valley, MD 21030

Web: jaimedicalsystems.com

24/7 Nurse Advice Line: 1-833-359-0170



Have you earned your Healthy Reward for 2025?



Did you know that as a member of Jai Medical Systems you can earn Healthy Rewards for receiving certain healthcare services? It's true!

To earn your Healthy Reward this year, visit your Primary Care Provider (PCP) for your annual physical. After you have received your physical, you may complete your Healthy Rewards Redemption Certificate online at <https://jaimedicalsystems.com/members/healthy-rewards/>.

What We Learned

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 2025.

CAHPS & Internal Member Satisfaction 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.

2024 CAHPS Survey Results

The 2024 Adult CAHPS results showed that 58.33% of our members gave our health plan a 9 or 10 out of 10 for the "Overall Health Plan Rating." Our highest performing areas for adults included "How Well Doctors Communicate" at 96.47% and "Customer Service" at 94.01%. For the 2024 Child CAHPS survey, 66.67% of our members gave our health plan a 9 or 10 out of 10 for the "Overall Health Plan Rating." The highest performing area for the child survey was "How Well Doctors Communicate" at 93.66%.

Internal Survey Results

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 2024, our overall satisfaction rate from our members in this survey was 86%.

Share Your Feedback with Us!

Enclosed in this mailing, please find our 2025 Member Satisfaction Survey. Our member satisfaction survey is your opportunity to tell us how we are doing. We would appreciate you completing this survey, and mailing it back to us in the postage-paid envelope. Your responses are important as we use this information to help find ways to better serve you and your family. If for any reason you are unable to rate us highly, please contact our Customer Service Department at 1-888-JAI-1999.

Get Your Flu Vaccine today!

As the Fall season approaches, it is time to get prepared for the flu season. The CDC recommends a flu vaccine as the first and most important step towards keeping you and your family protected from the flu virus.



The flu vaccine is recommended for all individuals, ages 6 months and older. The flu vaccine is also recommended for pregnant women and people with chronic health conditions.

Where can I receive my flu vaccine? To get your flu vaccine, please contact your Primary Care Provider today to schedule your appointment. In addition, as a member of Jai Medical Systems, you also have access to receive your flu vaccine through an in-network pharmacy. If you need assistance with scheduling a flu vaccine or finding a pharmacy where you can receive your flu vaccine, please contact our Customer Service Department today at 1-888-JAI-1999.



Stay Covered with Jai Medical Systems

At Jai Medical Systems, we want to make sure you are aware of how important it is to renew your Medicaid benefits. Currently, Medicaid recipients must renew their benefits on an annual basis. However, beginning in 2027, several important changes will require you to renew your benefits more frequently. In order to ensure that you maintain to your benefits at all times, we want our members to stay informed and be prepared for these upcoming renewal changes by taking the following important steps:

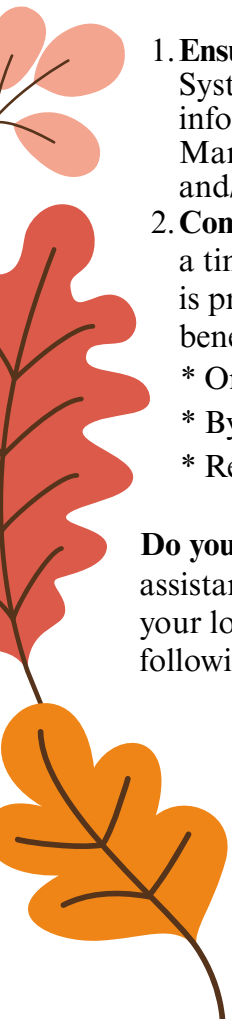
1. **Ensure Your Contact Information is Up-to-Date.** Make sure that you have provided Jai Medical Systems with your most current and accurate contact information. You may update your contact information by calling us at 1-888-524-1999, or online at www.jaimedicalsystems.com. The State of Maryland and Jai Medical Systems will contact you in a variety of ways including by mail, phone, and/or email when it is time for you to renew your benefits.
2. **Complete your renewal application for Medicaid in a timely manner.** Completing your application in a timely manner will ensure that your application for healthcare coverage with Jai Medical Systems is processed in a timely manner. As a reminder, there are many ways that you can renew your benefits, including:
 - * Online at www.marylandhealthconnection.gov,
 - * By calling the Maryland Health Connection at 1-855-642-8572, or by
 - * Requesting a Paper Application by calling 1-855-642-8572.

Do you need assistance with completing your renewal application for Medicaid? Individuals in need of assistance with their application can receive *in-person assistance* with Consumer Assistance Worker at your local health department, or a Certified Application Counselor (CAC). CACs are available at the following participating provider locations:

Jai Medical Center
1235 E. Monument Street
Baltimore, MD 21202
Phone: 410.327.5100

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



Fall Word Find Fun

The words below have been hidden. Can you find them in the chart to the right?

Flu Shot
Healthy Rewards
Quality
Perfect Ten
Visit Your PCP
Satisfaction
Autumn
Pumpkin Pie
Football
Ravens

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

Join us for a Health Education Class!

Jai Medical Systems offers in-person and virtual health education classes on various health topics every Wednesday at 11am. Please see below for our upcoming Fall class schedule:

- Wednesday, October 1, 2025 – 11 am: *A Healthier You: Learn to Better Manage Your Diabetes*
Location: Jai Medical Center, 4340 Park Heights Avenue, Baltimore, MD 21215
- Wednesday, October 8, 2025 – 11 am: *High Cholesterol Management*
Location: Jai Medical Center, 1235 East Monument Street, Baltimore, MD 21202
- Wednesday, October 15, 2025 – 11 am: *Know Your Numbers: Take Control of Your Blood Pressure*
Location: Jai Medical Center, 4340 Park Heights Avenue, Baltimore, MD 21215
- Wednesday, October 22, 2025 – 11 am: *Healthy Habits to Manage Your Weight*
Location: Jai Medical Center, 1235 East Monument Street, Baltimore, MD 21202
- Wednesday, October 29, 2025 – 11 am: *Breathe Easy: Understanding and Managing Asthma*
Location: Jai Medical Center, 4340 Park Heights Avenue, Baltimore, MD 21215

Interested in attending classes in-person? Contact us today at 1-888-JAI-1999, or register by scanning the QR code below. Walk-in participants are always welcome!

Unable to attend in-person? Join virtually by registering via the QR code.

