



Fall 2026, Issue 111

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Contact Us

We are here to help!

Hours of Operations

Monday - Friday,
9am - 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

Newsletter Attachments:

- *Non-Discrimination Statement*
- *Notice of Privacy Practices*
- *Member Rights and Responsibilities*
- *Internal Survey and Return Envelope*

A Message from the Director of Customer Service

Dear Friend,

Thank you for being a valued member of Jai Medical Systems. We are proud to be one of Maryland's highest-rated Managed Care Organizations. As fall approaches, so does cold and flu season. Please see below for a few important tips to keep you healthy this season.

Wash Your Hands Often

Washing your hands is one of the best ways to stay healthy during cold and flu season. Use soap and water and scrub for 20 seconds. Wash your hands before you eat and after you cough, sneeze, or use the bathroom. If soap and water are not available, use hand sanitizer.

Maintain a Balanced Diet

As the holiday season gets closer, be sure to eat balanced meals and drink plenty of water. This is also a good time to check that your blood pressure and A1C are staying in a healthy range.

See Your Primary Care Provider

Annual wellness visits with your Primary Care Provider (PCP) are an important part of staying healthy. These visits give you the opportunity to discuss any health concerns, ask questions, and review changes in your health from year to year. During the Fall season, be sure to check in with your PCP to see what seasonal vaccines, such as the Flu vaccine, may be available to you.

As a reminder, if you have not seen your PCP yet this year, please schedule an appointment as soon as possible. Once your visit is completed, you may be eligible to earn your Healthy Reward. To learn more about Healthy Rewards or to complete your Redemption Certificate, please visit:
<https://jaimedicalsystems.com/members/healthy-rewards/>.

Keep Your Health Insurance Benefits

We want to help you keep your Jai Medical Systems health insurance active. Active coverage is important when you see your Primary Care Provider (PCP), go to urgent care or the emergency room, or fill your prescriptions. If you need help renewing your health insurance benefits, please contact our Customer Service Department today at 1-888-JAI-1999.

Wishing you a safe and healthy Fall Season,

Ulysses McArthur, Jr.
Customer Service Director

Important Notice: H.R.1

As you may know, changes to federal law may impact your Medicaid eligibility on January 1, 2027. **We want to help you stay covered.**

Official notices were sent recently to people who may be impacted. Watch your mailbox or your inbox and log into your Maryland Health Connection account to learn what you may need to do next to keep your health coverage, if anything.

Remember: You may not be affected at all. Visit MarylandHealthConnection.gov/Checkin and use their online tool to see if the new requirements apply to you.

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. 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.



Transportation

Jai Medical Systems offers transportation assistance for our members to and from their primary care provider as well as other appointments, as needed. For assistance with coordinating transportation services to your primary care appointments, please call us at today 1-888-JAI 1999 (1-888-524-1999).

Need assistance with locating a specialist in your area?

If your Primary Care Provider (PCP) refers you to see a specialist, it is very important that you follow up and schedule an appointment. If you need help finding a specialist or making the appointment, please call our Customer Service Department at 1-888-JAI-1999 (1-888-524-1999).

We want to hear from you!

At Jai Medical Systems, your feedback matters. We are committed to providing excellent service and quality care, and your comments help us improve the experience we provide to you and your family. Enclosed, please find our annual Satisfaction Survey for you to complete.

Our goal is that you can rate us highly. If you are unable to rate us highly, please contact us directly to share your feedback so that we can improve your experience. Our Customer Service Representatives are here to listen and assist you. Please call 1-888-JAI-1999 (1-888-524-1999) to share your feedback or discuss any concerns.

24/7 Nurse Hotline

Have an urgent question outside of normal business hours? Do you have a health related concern? 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.



CAHPS & Internal Member Satisfaction Survey Results

2026 CAHPS Survey Results

The 2026 Adult CAHPS results showed that 54.12% 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 93.70% and “Customer Service” at 92.14%. For the 2026 Child CAHPS survey, 70.11% 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 included “How Well Doctors Communicate” at 94.21% and “Customer Service” at 90.07%.

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 2025, our overall satisfaction rate from our members in this survey was 90%.

Pregnant Members

Jai Medical Systems offers comprehensive support services for our pregnant members, including case management, transportation to prenatal visits, our Healthy Moms VIP Rewards Program, and more. In addition, our pregnant members have no co-payment for prescription drugs. If you are pregnant, or think that you may be, please reach out to us today at **1-888-JAI-1999(1-888-524-1999)**, so that we can link you with a Case Manager and other important support services during this time.

Member Handbook

Your Jai Medical Systems Member Handbook is available online through our Member Portal. You can access the Member Portal by visiting our website www.jaimedicalsystems.com. If you would prefer a printed copy of the Member Handbook, please call us today at 1-888-JAI-1999 (1-888-524-1999) to request one.

Ask us about our
virtual sessions ...

Health Education Classes

Are you interested in joining us at one of our upcoming health education courses? Give Customer Service a call to register for a class at 1-888-JAI-1999. Check out the scheduled dates below:

September



October



November



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

Jai Medical Center 4340 Park Heights Avenue, Baltimore, MD 21215

Health Education Topics

Smoking Cessation



Weight Management



Diabetes Management



Lead Intervention

This Fall, Stay Informed in the Language You Prefer

Your Health. Your Language. Your Voice.

Language Accessibility Statement

If you speak English, language assistance services, free of charge, are available to you.
Call: 1-888-524-1999 (TTY: 1-800-735-2258).

Español/Spanish

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al: 1-888-524-1999 (TTY: 1-800-735-2258).

አማርኛ/Amharic

የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በንጹህ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-888-524-1999 (መስማት/ተሳናቸው: TTY: 1-800-735-2258)።

Arabic/العربية

(TTY: 1-800-735-2258) (1-888-524-1999) (رقم الهاتف رقم) 1-888-524-1999 برقم اتصل. بالمجان لك تتوافر اللغوية المساعدة خدمات فإن، اللغة اذكر تتحدث كنت إذا ملحوظة

Bàsco'-wùdù-po-nyò(Bassa)

Dè dè nià kè dyédé gbo: ɔ jù ké nì [Bàsco'-wùdù-po-nyò] jù ní, nii, à wuɖu kà kò dḡ po-poóbein' m' gbo kpáa. ɗá 1-888-524-1999 (TTY: 1-800-735-2258)

中文/Chinese

如果您使用繁體中文,您可以免費獲得語言援助服務。請致電 1-888-524-1999 (TTY: 1-800-735-2258)

Farsi/فارسی

توجه: اگر به زبان فارسی گفتگو می کنی، تسهیلات زبان ی بصورت رایگان برای شما
دا ری بگی تماس 1-888-524-1999 (TTY: 1-800-735-2258) یا باشد ی م فراهم

Français/French

Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le: 1-888-524-1999 (ATS: 1-800-735-2258).

ગુજરાતી/Gujarati

જો તમે ગુજરાતી બોલો છો, તો તમારા માટે ભાષા સહાય સેવાઓ મફતમાં ઉપલબ્ધ છે. કોલ કરો: 1-888-524-1999 (TTY: 1-800-735-2258).

kreyòl ayisyen/Haitian Creole

Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-888-524-1999 (TTY: 1-800-735-2258).

Igbo

Ọ buru na asu Ibo asusu, enyemaka diri gi site na call 1-888-524-1999 (TTY: 1-800-735-2258)

한국어/Korean

한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-524-1999 (TTY: 1-800-735-2258) 번으로 전화해 주십시오.

Português/Portuguese

Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-524-1999 (TTY: 1-800-735-2258)

Русский/Russian

Помощь доступна на вашем языке: 1-888-524-1999 (TTY: 1-800-735-2258). Эти услуги предоставляются бесплатно.

Tagalog

Makakakuha kayo ng tulong sa iyong wika: 1-888-524-1999 (TTY: 1-800-735-2258). Ang mga serbisyonang ito ay libre.

Urdu/اردو

1-888-524-1999 (TTY: 1-800-735-2258) (1-888-524-1999) (کری کال۔ ی ہ اب ی دمت ی می مفت خدمات کی مدد کی زبان کو آپ تو ی ہ ی ہ بولتے اردو آپ اگر خبردار

Tiếng Việt/Vietnamese

Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-524-1999 (TTY: 1-800-735-2258).

Yorùbá/Yoruba

Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 1-888-524-1999 (TTY: 1-800-735-2258)