

# Jai Medical Systems HealthBeat

Fall 2019, Volume # 83

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## Exciting News from the Director of Customer Service!

Dear Friend,

We are excited to tell you that Jai Medical Systems Managed Care Organization, Inc. is once again of the Highest Rated Medicaid Health Insurance Plans in the United States, according to the National Committee for Quality Assurance (NCQA) *Medicaid Health Insurance Plan Ratings 2019-2020*.

For 2019-2020, Jai Medical Systems earned a rating of 5 out of 5 in the NCQA Medicaid Health Plan ratings for the fourth consecutive year. No other Medicaid Health Plan has earned a rating of 5 out of 5 for four years in a row. In addition, for the fifth year in a row, Jai Medical Systems has also earned NCQA's highest Accreditation status of *Excellent*.

Thank you for your continued membership with our health plan. You have made a smart choice!

Sincerely,

*TyNeisha Thornton*

TyNeisha Thornton  
Director, Customer Service

## Renew your Health Insurance benefits today!

***Please do not lose your health insurance benefits.***

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 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 Avenue  
Baltimore, MD 21215  
Phone: 410-542-8130

### Jai Medical Center

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

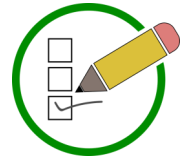
If you have any questions regarding this important issue, please contact our Customer Service Department at 1-888-524-1999.

## Health Tips for the Fall

Fall is here and with Fall comes the beginning of the cold and flu season. No one wants to be at home sick missing out on all of the fun that Fall offers. Here are a few tips to help you stay healthy this Fall.

- **Get Your Flu Shot!** This is a very important health tip for the Fall and Winter months. According to the U.S. Centers for Disease Control and Prevention, “The single best way to prevent the flu is to get a flu vaccine each season.” Schedule an appointment with your Primary Care Provider (PCP) today to receive this very important vaccine.
- **Wash Your Hands.** Washing your hands can help prevent the spread of germs. During the Fall, most people are cooking, eating, shaking hands, shopping in crowded places and hugging a lot, so it is especially important to keep your hands clean. If you do not have access to clean water and soap, hand sanitizer is a good alternate option.
- **Stay Hydrated.** Be sure to hydrate each day by drinking water throughout the day.
- **Eat Nutrient Rich Food.** The foods you eat can also help prevent the cold; think bright, colorful fruits and vegetables. A fan of dairy? Try a Greek yogurt, which is packed with probiotics and has been shown to boost the immune system. Another immunity booster that you can find in abundance this season are pumpkins; which are available fresh and canned.
- **Schedule Preventative Health Check-Ups.** Be sure to visit your PCP this year to ensure that you are scheduled and seen for any important preventative health check-ups, such as a pap smear and breast cancer screening for women, or colorectal cancer screening for both men and women. For more information on the *Preventative Care Guidelines for Adults*, please see the back page of this newsletter.

## Member Satisfaction Survey:



**We would like to hear from you!**

Your opinion matters! On an annual basis, we mail a member satisfaction survey to everyone in our health plan. Our member satisfaction survey is your opportunity to tell us how we are doing. Your responses are important as we use this information to help find ways to better serve you and your family.

We would appreciate it if you could please take a moment to complete and return the enclosed Member Satisfaction Survey. Each and every survey that we receive is reviewed and we will personally follow-up with any member who may leave a comment, or if you request for someone to contact you in follow-up to your survey responses.

At Jai Medical Systems, we are dedicated to delivering an excellent customer service experience to our members and your feedback helps us improve the experience we provide. We look forward to hearing from you.

## Have you visited our Member Portal?

As a member of Jai Medical Systems, you are able to sign up for access to our member portal, which features exclusive content only available for our members.

To sign-up for 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 to the right, you may contact our Customer Service Department at 1-888-JAI-1999 for a printed copy.

| Look on our website for additional information about our: | Member Portal |                 |
|---|---------------|-----------------|
|   | Member Portal | General Website |
| Member Rights and Responsibilities                        |               | ★               |
| Notice of Privacy Practices                               |               | ★               |
| Fraud and Abuse Detection Program                         |               | ★               |
| Member Handbook   | ★             |                 |
| Quality Assurance Programs                                | ★             | ★               |
| Case and Disease Management Programs                      |               | ★               |
| Utilization Management Decision Process                   |               | ★               |
| Benefits and Services (Including Recent Updates)          |               | ★               |
| Pharmacy Benefits and how to use                          |               | ★               |
| Co-Payment Information                                    |               | ★               |
| Health Assessments  |               | ★               |
| Self-Management Tools                                     |               | ★               |
| Web-Based Physician and Hospital Directories              | ★             | ★               |
| Preventive Care Guidelines                                |               | ★               |

## 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 new parents take their children to at least 12 checkups 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. Well Child visits are also a good opportunity for you to ask any questions that you may have related to your child’s health and development.

Your child’s PCP will develop and recommend a schedule for your child’s healthcare. Often times, 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.



## Schedule Your Annual Physical Today & Earn Your **HEALTHY** Reward!



It is important to see your Primary Care Provider (PCP) at least once a year for your Annual Physical. This yearly “check-in” with your PCP enables your provider to get a sense of your overall health, so that they can help you create “health goals” to work towards, based on your health status.

Also, as a member of Jai Medical Systems, after you receive your annual physical, you are eligible for your annual Healthy Reward! After you have received your physical, please check your mail. You will receive a Healthy Rewards Redemption Certificate. You will need to complete this certificate in order to redeem your reward. Please see your PCP as soon as possible. Healthy Rewards quantities are limited, so schedule your PCP visit today before rewards run out!\*

Stay on the lookout for other opportunities to earn Healthy Rewards from Jai Medical Systems. If you have questions about our Healthy Rewards program or need assistance scheduling an appointment with your PCP, please call our Customer Service Department today at 1-888-JAI-1999.

*\*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 2019.*

## Diabetes Prevention Program

Effective September 1, 2019, Jai Medical Systems is offering a Diabetes Prevention Program to provide you with support and tools to lose weight and reduce the risk of getting diabetes. This program is offered at **no cost** to our members. To learn more about our Diabetes Prevention program, please call our Customer Service Department today at 1-888-JAI-1999.

### Health Education

Join us for a *Health Education class*. Classes are hosted at participating provider, Jai Medical Center, located at 1235 East Monument Street in Baltimore, MD. For more information or for a listing of classes, please contact Customer Service at 1-888-JAI-1999.

### Have a question?

We are here to help. Call us today at 1.888.JAI.1999.

### Customer Service Hours:

Monday through Friday  
9am to 6pm

### Address:

301 International Circle  
Hunt Valley, MD 21030

### Website:

[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 have them done. Please note that *PCP* stands for *Primary Care Provider*.

| Service:   | For Who:  | How Often:  |
|--|---|---|
| Routine Check-Up   | Everyone age 19 and older   | Every year  |
| Blood Pressure Test  | Everyone age 19 and older   | During your annual check-up   |
| Pap Smear Test   | Women age 21 and older  | Every 3 years<br>*evaluate risk every year with your PCP  |
| Cholesterol Blood Test   | Everyone age 35 and older   | Evaluate risk every year with your PCP  |
| Breast Cancer Screen   | Women age 50 and older  | Mammogram every 2 years<br>*evaluate risk every year with your PCP  |
| Colon Cancer Screen  | Everyone age 50 or older  | Evaluate risk every year with your PCP  |
| Prostate Cancer Screen   | Men age 40 and older  | Evaluate risk every year with your PCP  |
| Lung Cancer Screening  | Adults age 55 and older with a history of smoking   | Yearly<br>*evaluate risk every year with your PCP   |
| Adult Immunizations:<br>Flu<br>Tdap<br>Tetanus<br>Shingles<br>Pneumococcal (PPSV23)<br>HPV | Adults 18 and older<br>Adults 18 and older<br>Adults 18 and older<br>Adults 60 and older<br>Anyone Ages 2- 64<br>Women Ages 11-26<br>Men Ages 11-21 | Yearly<br>Once (if didn't receive at age 11-12), during every pregnancy<br>Every 10 years, more frequently depending on risk<br>Two Shot Series<br>Evaluate risk with your PCP<br>Three Shot Series |
| Eye Exam for Diabetics (Dilated Funduscopy)<br>Foot Exam for Diabetes                      | Everyone with Diabetes<br>Everyone with Diabetes  | Every 2 years or more frequently depending on risk<br>Every year  |
| STD Screening  | Everyone who is sexually active   | Evaluate risk every year with your PCP  |
| HIV Blood Test   | Adults 18 and older   | Once or more frequently depending on risk   |
| Hepatitis C  | Adults 18 and older   | Once for adults born between 1945 and 1965. For others, more frequently depending on risk   |
| Substance Use Screen   | Adults 18 and older   | Yearly or more frequently depending on risk   |
| Depression Screening   | Adults 18 and older   | Yearly or more frequently depending on risk   |

Sources for Preventative Care Guidelines: 1,2,3,4,5