



Jai Medical Systems

SUMMER

Health Beat

**WARNING**

Vol. 98

## You may be **at risk** of losing your health insurance benefits!

Dear Member,

I have very important news to share with you. With the ending of the federal public health emergency, the State of Maryland is now requiring that Maryland Medicaid recipients “redetermine,” or re-apply to keep their health insurance benefits. This is the first time that Medicaid recipients have had to complete this process in nearly 3 years.

### How will I know when it is my turn to re-apply to maintain my health insurance benefits?

Jai Medical Systems will be reaching out to members who need to re-apply. We will contact you in many different ways such as by phone, text message, email, and/or mail. Please ensure that you have the most up-to-date contact information on file with Jai Medical Systems. If you need to update your contact information, please call our Customer Service Department at 1-888-524-1999, or update your information online at [www.jaimedicalsystems.com](http://www.jaimedicalsystems.com).

### How do I renew my 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. 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

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**Mail:** 301 International Circle, Hunt Valley, MD 21030

**Online:** [www.jaimedicalsystems.com](http://www.jaimedicalsystems.com)

**Call:** 1.888.JAI.1999

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

# HEALTHY REWARDS PROGRAM 2023



We are excited to announce the return of the Healthy Rewards Program for 2023.

**Earning your Healthy Rewards is as easy as 1, 2, 3!**

## 1.) VISIT YOUR PCP

Call 1-888-524-1999 to schedule your Primary Care Provider (PCP) appointment today!

## 2.) REDEEM YOUR REWARD

After your visit, please go online to [www.jaimedicalsystems.com/member/healthy-rewards/](http://www.jaimedicalsystems.com/member/healthy-rewards/) and fill out the Healthy Rewards form or call 1-888-524-1999 for assistance completing the online form.

## 3.) CONGRATULATIONS!

You earned your Healthy Rewards! Your \$25 gift card will be mailed to the address indicated on your online form.

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 2023.

## HAVE YOU VISITED OUR MEMBER PORTAL?

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><u>Look on our website for additional information about our:</u></b>	<b>Member Portal</b>	<b>General Website</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		★

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# 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 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 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 non-enrolled family member to use your medical ID card.
- 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 Managed Care Organization, Inc. 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: Fraud and Abuse Compliance Officer, Jai Medical Systems **301 International Circle Hunt Valley, MD 21030**

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## Updates and Reminders

### 24/7 Nurse Advice Line

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

### 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.

### Transportation

As a member of Jai Medical Systems, you have access to free transportation to and from your primary care appointments. For more information about available transportation services, call us today at 1-888-524-1999.

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# 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 if PCP is noted below, it stands for Primary Care Provider.

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 Tdap  Tetanus  Shingles Pneumococcal (PPSV23) HPV	Adults 18 and older Adults 18 and older  Adults 18 and older  Adults 60 and older Anyone Ages 2- 64 Women Ages 11-26 Men Ages 11-21	Yearly Once (if didn't receive at age 11-12), during every pregnancy Every 10 years, more frequently depending on risk Two Shot Series Evaluate risk with your PCP Three Shot Series
Eye Exam for Diabetics (Dilated Fundoscopic) Foot Exam for Diabetics Source: 1	Everyone with Diabetes  Everyone with Diabetes	Every 2 years or more frequently depending on risk 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