

Jai Medical Systems

HealthBeat

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Health Education Class Schedule

July 12th

Weight Management | 10 am -11:15am
Hypertension | 11:30am-12:30pm

July 19th

Weight Management | 10am -11:15am
Diabetes | 11:30am-12:30pm

July 26th

Weight Management | 10am-11:15am
Asthma | 11:30am-12:30pm

Contact Customer Service today at 1-888-JAI-1999 to learn more about our FREE health education classes.

A Message from the Director of Customer Service

Thank you for choosing Jai Medical Systems Managed Care Organization (Jai Medical Systems) as your health insurance company. At Jai Medical Systems, it is our mission to ensure that our members have access to high quality healthcare. If at any time you have any questions regarding your benefits or locating a participating provider, please do not hesitate to contact our Customer Service Department at 1-888-JAI-1999. Have a great Summer!

Sincerely,



Joan Mercer-Dunning
Director of Customer Service

Patient First for Urgent Care Needs

We are excited to announce that **Patient First** has joined the Jai Medical Systems' network of providers, effective June 1, 2014. Members can now visit **Patient First** locations for their *urgent care* needs. **Patient First** offers urgent care 365 days a year, from 8 am to 10 pm. Each **Patient First** location offers x-ray, lab, and pharmacy services.

For more information regarding **Patient First** locations, please visit their website www.patientfirst.com.

Don't Lose Your Health Insurance Benefits!

The Maryland Department of Health and Mental Hygiene has informed us that 1,898 Jai Medical Systems members will lose their health insurance benefits on July 31, 2014. In order to ensure that our members do not lose their benefits, we have sent a special mailer to all of those affected.

If you receive a letter about your health insurance benefits expiring, please do not ignore it! Complete the enclosed application and return in the envelope provided as soon as possible.

If you have any questions, or need help filling out the application, please call our Customer Service Department at 1-888-JAI-1999. Jai Medical Systems is committed to helping all of our members *Live Life Well*.



Highest Rating awarded to Jai Medical Systems According to HealthChoice Consumer Report Card:

Each year, all of the managed care organizations (MCOs) participating in the State of Maryland's HealthChoice Program are evaluated and receive a performance rating or a "report card". This report card shows how each MCO compares to one another in various areas, including Members Access to Care, Doctor Communication and Service, Care for Kids, Keeping Kids Healthy, and Care for Adults with Chronic Illness. We are pleased to announce that for 2014, Jai Medical Systems successfully achieved 3 stars, the highest score possible, in each category that was rated; making Jai Medical Systems the highest rated managed care organization in the State of Maryland.

Participating Provider Recognized for Immunization Achievement

In April, we were notified two of our participating providers, Jai Medical Center and Jai Medical Center—Park Heights, were awarded the Childhood Immunization Excellence Award from the Maryland Childhood Immunization Partnership (MCIP). This award is for providers who demonstrate a devotion to improving immunization rates for children in the State of Maryland.

We were also notified that these participating medical centers received Certificates of Appreciation for improving the health and welfare of the children in the Martin Luther King, Jr. Early Head Start Program.

On behalf of Jai Medical Systems, we would like to congratulate Jai Medical Center for their continued dedication to improving the health of our members.



Fun in the Sun Safety Tips

Make this year's summer break memorable by having fun and helping yourself, your friends, and others stay safe and healthy.

The Centers for Disease Control and Prevention (CDC) recommends:

- wearing loose-fitting clothing and a wide-brim hat to protect exposed skin,
- wearing sunglasses to protect your eyes from UV rays,
- applying sunscreen (15 SPF or higher) at least 30 minutes before sun exposure, and then reapplying every two hours (or more if swimming or sweating),
- avoiding the sun when it's at its strongest (between 10am and 4pm),
- and staying hydrated with a minimum of 8 glasses of water per day.

For more summer sun and safety tips, please visit http://www.cdc.gov/cancer/skin/basic_info/prevention.htm

Visit the Member Portal!

Did you know that as a member of Jai Medical Systems, you have 24/7 access to member information that is not on our website? As a member, you are able to sign up for our Member Portal, and to gain access to exclusive content only available for Jai Medical Systems members!

Look on our website for additional information about our:	Member Portal	General Website
Member Rights and Responsibilities		★
Notice of Privacy Practices		★
Member Handbook	★	
Quality Assurance Programs		★
Disease Management Programs		★
Complex Case Management Programs		★
Utilization Management Decision Process		★
Pharmacy Benefits and how to use		★
Co-Payment Information		★
Web-Based Physician Directory	★	★
Web-Based Hospital Directory	★	★

In addition, all of this information, along with our Provider and Hospital directories are available in print and by telephone if you would prefer! Please call 1-888-JAI-1999 for more information.



Did you know? The Maryland Tobacco Quitline:

- Offers 4 **FREE** telephone-based quit counseling sessions to tobacco users ready to quit
- Offers **FREE** Nicotine Replacement Therapy (NRT) (a 4 week supply) to assist adult tobacco users with their quit attempt
- Offers web-based and text-based services
- Operates 24 hours a day, 7 days a week

Connect directly to the Maryland Quitline by calling 1-800-QUIT-NOW (1-800-784-8669) or by visiting <http://smokingstopshere.com>.