

JAI MEDICAL SYSTEMS



Summer HealthBeat



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A Message from the Director of Customer Service

We are happy to announce that beginning July 1, 2015, all members of Jai Medical Systems Managed Care Organization, Inc. (Jai Medical Systems) will be able to explore our new online wellness portal, located at www.jmslifelifelwell.com. Our wellness portal features wellness tips, health education videos, and a health assessment that members can complete. For more information about our online wellness portal, please visit our website www.jaimedicalsystems.com

As a member of Jai Medical Systems, you also have access to our Nurse Advice Line. You can access the Nurse Advice Line by calling us at 1-888-JAI-1999. Our Nurse Advice Line is available 24 hours a day, 7 days a week. *As always, if you are in need of urgent medical care, please contact 911.*

For more information regarding your benefits or the services we offer, please feel free to contact our Customer Service Department today at 1-888-JAI-1999.

Regards,

Joan Mercer-Dunning
Director of Customer Service

Health Education Class Schedule

July 11

Weight Management
10am – 11:15am
Hypertension
11:30am – 12:30pm

July 18

Weight Management
10am – 11:15am
Diabetes
11:30am – 12:30pm

July 25

Weight Management
10am – 11:15am
Asthma
11:30am – 12:30pm

Don't lose your Health Insurance Benefits!

During the upcoming summer months, over 200,000 people will lose their Medicaid benefits. Please make sure that you renew your eligibility for benefits through Maryland Medicaid before you are cut off. You can renew your eligibility today through the Maryland Health Connection, located online at www.marylandhealthconnection.com.

You may also schedule an appointment today to meet with a **Navigator**. A navigator can help you renew your Medicaid benefits. Navigator services are available Monday through Friday at the following participating medical centers:

Monday, Wednesday, and Friday, 9am to 5pm

Jai Medical Center
1235 East Monument Street
Baltimore, MD 21202
(410) 327-5100

Tuesday and Thursday, 9am to 5pm

Jai Medical Center
4340 Park Heights Avenue
Baltimore, MD 21215
(410) 542-8130

Word to Know

Navigator: a person who can assist you with applying/re-applying for Maryland Medicaid benefits.



Beat the “Back-to-School” Rush

Summertime is the perfect time to make sure that your child receives a well child check, needed vaccinations, and a comprehensive physical. Do not wait until the last minute. Make sure to schedule an appointment with your child’s Primary Care Provider (PCP) before the Back-to-School rush begins.

During your visit with your child’s appointment, the PCP will make sure that your child is up-to-date on important vaccines. All school-age children, from preschoolers, to middle schoolers, to college students, should receive proper vaccinations. Often times, if a student does not have the required vaccinations before the beginning of the school year, the child may not be allowed to attend school until the vaccinations have been given.

For assistance with scheduling an appointment to see your child’s primary care provider (PCP), please contact our Customer Service Department today at 1-888-JAI-1999, and we will assist you with scheduling an appointment. Our representatives are available Monday through Friday, 9 am to 6 pm.



Healthy Rewards Program Alert!

There is still time to receive your Healthy Reward for 2015. Don’t wait until the last minute. See your Primary Care Provider (PCP) today and mail in your Healthy Reward Redemption Certificate. It is that easy to earn your Healthy Reward.

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.

Update Your Contact Information



If you have moved recently and/or have a new phone number or email address, please call our Customer Service Department today at 1-888-JAI-1999 to update your contact information. It is important that your correct contact information is on file so that we may keep in touch with you regarding important updates, such as changes to your benefits and services, when it is time to renew your benefits, and other important information.

To update your contact information, please call our Customer Service Department at 1-888-JAI-1999.

Visit our Member Portal Online



As a member of Jai Medical Systems, you are able to sign up for our Member Portal to gain access to exclusive content only available for our members!

All the information that is listed to the right is also available in print and by telephone if you would prefer. For more information, please call our Customer Service Department at 1-888-JAI-1999. Our Customer Service Representatives are available Monday through Friday, 9 am to 6 pm.

To visit our member portal, visit our website today at www.jaimedicalsystems.com.

Look on our website for additional information about our:		
	Member Portal	General Website
Member Rights and Responsibilities		★
Notice of Privacy Practices		★
Fraud and Abuse Detection Program		★
Member Handbook	★	
Quality Assurance Programs	★	★
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 Directory	★	★
Web-Based Hospital Directory	★	★