

JAI MEDICAL SYSTEMS




Winter HealthBeat



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A Message from the Director of Customer Service

Thank you for choosing Jai Medical Systems Managed Care Organization, Inc. (Jai Medical Systems) as your health insurance company. At Jai Medical Systems, *We Care About Your Health* and our Customer Service Department is available to help you with any questions or concerns that you may have about your covered benefits, upcoming changes to the Primary Adult Care Program, or any other topics. Our Customer Service Department can be reached Monday through Friday, 9:00am to 6:00 pm at 1-888-JAI-1999.

Have a safe holiday and a happy new year!



Joan Mercer-Dunning
Director of Customer Service



Jai Medical Systems Managed Care Organization, Inc. (Jai Medical Systems) is a Medicaid health insurance company regulated by the Maryland Department of Health and Mental Hygiene and the Maryland Insurance Administration.

Jai Medical Systems does not employ the providers participating in our network. Participating providers are independent and not controlled, owned, operated, or directed by Jai Medical Systems. Participating providers in the Jai Medical Systems network are not the actual or apparent agents of Jai Medical Systems.

Good News! PAC Members Get Full Benefits January 1, 2014

Beginning January 1, 2014, all Jai Medical Systems PAC members will receive full Medicaid benefits! If you are already enrolled in the PAC program, you do not have to do anything to receive the full benefits. You will receive full benefits automatically as long as you maintain your enrollment in the PAC program with Jai Medical Systems.

Before January 1, 2014, all PAC members will receive a new member packet which will include a welcome letter, a new member identification card, a new member handbook, and a new provider directory. All PAC members should review these important materials and begin using their new member identification card on January 1, 2014.

We Are Looking For A Few Good Members!

The Jai Medical Systems Consumer Advisory Board is looking for new members. If you have an idea, suggestion, or would like to get involved, please consider joining our Consumer Advisory Board. The Board is made up of members or the parents of Jai Medical Systems members.

If you would like to join our Consumer Advisory Board, please contact our Customer Service Department at 1-888-JAI-1999 for more information.

❄️ *Member Satisfaction Survey Results* ❄️

Jai Medical Systems values the opinions of our members. On an annual basis, two member satisfaction surveys are sent to our members so that they can rate our service level. Every year, Jai Medical Systems sends out an internal survey to our members. Each and every survey we receive is reviewed and the results are used to improve our services. In 2012, Jai Medical Systems received over 1,000 responses from our 2012 internal survey. The results indicated an overall satisfaction rate of 83% from our HealthChoice members and 80% from our PAC members.

In addition to our internal survey, an external survey is completed by the State of Maryland. This external survey is called the CAHPS® survey, which is a national survey designed to find out what you think about your health plan. **If you receive one of these surveys, please complete it.**

The CAHPS® survey results are compared against other Managed Care Organizations throughout the State and nationally.

In 2013, our CAHPS® results showed that our adult HealthChoice members ranked Doctor Communication, Health Promotion and Education, Coordination of Care, and Getting Needed Care as our highest overall performing areas. In fact, our members ranked us almost 10% higher in the Getting Needed Care questions from last year's rankings. Our members who completed the Children CAHPS® survey ranked Getting Care Quickly, Doctor Communication, and Customer Service at or above 92%!

Our PAC members were also given the opportunity to rate our health care services through a survey that is similar to the CAHPS® survey. Our PAC members ranked us above the PAC health plan average in Getting Needed Care and Doctor Communication!

Thank you for taking the time to provide us with your valuable feedback. Your opinion is important to us because, *"We care about your health."*

Cold, Virus, and Flu:

It is in the Air



'Tis the season to be sneezin'! In the United States, the most active times for transmission of colds and the flu are Fall, Winter, and early Spring.

Both children and adults are affected by the flu every year. Did you know that there is a vaccine that helps to protect against the flu? Although every individual can benefit from the flu shot, it is especially important that those individuals suffering from chronic lung disease, HIV and cancer receive the flu shot. The flu shot is most effective when received October through December.

To learn more about the flu shot, or to receive the flu shot, please call our Customer Service Department at 1-888-JAI-1999 or visit your health care provider today!

Visit the Member Portal

Additional information can be found on our website at www.jaimedicalsystems.com. as a member, you are able to sign up for our Member Portal, as well, 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		★
Utilization Management Decision Process		★
Pharmacy Benefits and how to use		★

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.

Member Newsletter Attachments

In addition to this newsletter, you will find the following attachments enclosed:

- * Member Rights and Responsibilities
- * Fraud and Abuse Notice
- * Notice of Privacy Practices
- * Preventive Care Guidelines for Adults
- * Wellness Care for Children (HealthChoice Members Only)

If you have any questions about the information contained in this Newsletter or the attachments, please contact our Customer Service Department at 1-888-JAI-1999.