

# JAI MEDICAL SYSTEMS



## Winter HealthBeat

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### *A Message from the Director of Customer Service*

It's that special time of the year and during this time, it is important to keep in mind the things that we are most thankful for, such as family, good friends, and good health.

At Jai Medical Systems, we want you to *Live Life Well* this holiday season. Schedule an appointment to see your primary care provider today. Please call our Customer Service Department today at 1-888-JAI-1999; we can help schedule an appointment with your primary care provider and arrange transportation, if needed. Our Customer Service Representatives are available Monday through Friday, 9 am to 6 pm.

May this holiday bring peace into your lives and may you and yours have a healthy, happy, and safe holiday.

*Joan Mercer-Dunning*  
 Joan Mercer-Dunning  
 Director of Customer Service

**Health Education Class Schedule**

December 6  
 Weight Management | 10 am -11:15 am  
 Diabetes | 11:30 am - 12:30 pm

December 13  
 Weight Management | 10 am -11:15 am  
 Asthma| 11:30 am - 12:30 pm

December 20  
 Weight Management | 10 am-11:15 am  
 Smoking Cessation| 11:30 am - 12:30pm

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

### *LAST CHANCE FOR HEALTHY REWARDS!*



Time is running out to receive your Healthy Reward for 2014! See your Primary Care Provider (PCP) today and mail in your Healthy Reward Redemption Certificate as soon as possible.

If you have any 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 help.

### *Get a Step Ahead of Lead*

Lead screening is a very important part of your child's healthcare. Lead is a poison that can harm anyone who swallows it or breathes it in. Lead is especially dangerous for children under six years old. It can damage the brain, nerves, blood, and other parts of the body. A child with lead poisoning may find it hard to learn and may not behave well.

Children should be tested for lead at least once a year, depending on the child's exposure to lead. Your child's primary care provider will examine and test your child to see if their lead level is normal. Your child's primary care provider will develop a treatment plan which will include health education if your child's lead level is abnormal. To have your child tested for lead, contact their primary care provider or call our Customer Service Department at 1-888-JAI-1999 for assistance scheduling an appointment.

## Member Satisfaction Survey Results

There are two member satisfaction surveys that are available for members to let Jai Medical Systems know how we are doing. The first survey is an internal survey sent out by Jai Medical Systems once a year. We use the results to improve the services we provide to you and your family. A staff member reviews each survey we receive and follows up with any member who leaves feedback requiring follow-up. We received over 1300 responses to our 2013 survey and our HealthChoice members gave us an overall satisfaction score of 86%.

The second survey you may receive is the CAHPS® survey, which is a national survey designed to find out what you think about your health plan. The CAHPS® survey results are compared against other Managed Care Organizations throughout the State and nationally. Our 2014 results showed that our adult HealthChoice

members ranked Doctor Communication, Coordination of Care, and Customer Service as our highest overall performing areas. In fact, our members ranked us at 90% for Doctor Communication and ranked us at least 6% higher in all of the Customer Service questions from last year's rankings. Our members who completed the Children CAHPS® survey, ranked Getting Care Quickly and Doctor Communication at or above 93%!

Thank you for taking the time to provide us with your valuable feedback and for participating in both of these surveys. Your opinion is important to us. We use your responses to help find ways to better serve you and your family. If at anytime you have any questions or suggestions on how we can improve our services, please do not hesitate to contact our Customer Service Department at 1-888-JAI-1999.

## Behavioral Health Integration

As a member of Jai Medical Systems, we would like to make you aware of changes to the way substance abuse treatment is covered.

Beginning January 1, 2015, the State of Maryland will coordinate and pay for all substance abuse treatment for all Medicaid recipients through ValueOptions instead of through the recipient's Managed Care Organization.

This means that ValueOptions will be responsible for authorizing and paying for substance abuse treatment. ValueOptions will serve as the single access point for all members for Substance Abuse and Mental Health services.

Jai Medical Systems is available to help you with any questions that you may have about this transition. Please feel free to call our Customer Service Department at **1-888-JAI-1999**.

**To contact ValueOptions, please call 1-800-888-1965.**

### Newsletter Attachments

Member Rights & Responsibilities

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Fraud & Abuse Notice

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Notice of Privacy Practices

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Wellness Care for Children

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Preventive Care Guidelines for Adults

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MD Quitline Flyer



Did you know that you can also access our Member Newsletter online? Check it out today at [www.jaimedicalsystems.com](http://www.jaimedicalsystems.com)

## 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 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.

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