

Jai Medical Systems HealthBeat



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A Message from the Director of Customer Service

Thank you for choosing Jai Medical Managed Care Organization, Inc. (Jai Medical Systems), the top rated Managed Care Organization in the State of Maryland for Quality*. As a member of Jai Medical Systems, you have the right to tell us what you think about your health care and the people providing care to you. We use your feedback to find out what you like about our services and identify areas for improvement. Enclosed, please find the Member Satisfaction Survey. Please take a few minutes to complete this survey and return it in the postage paid envelope provided for you.

Please contact the Customer Service Department at 1-888-JAI-1999, if you have any questions or need help completing the survey. Our Customer Service Representatives are available Monday through Friday, 9 am to 6 pm.

Thank you,

Joan Mercer-Dunning
Director of Customer Service

VISIT OUR MEMBER PORTAL

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!

In addition to the information listed to the right, our web-based provider and hospital directories are available in print and by telephone if you would prefer! Please call our Customer Service Department at 1-888-JAI-1999 for more information.

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	★	★

Health Education Class Schedule

October 25, 2014

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

November 1, 2014

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

November 8, 2014

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

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

JAI MEDICAL SYSTEMS RECEIVES COMMENDABLE NCQA ACCREDITATION



The National Committee for Quality Assurance (NCQA) has awarded an accreditation status of Commendable to Jai Medical Systems Managed Care Organization, Inc. for service and clinical quality that meet NCQA's rigorous requirements for consumer protection and quality improvement. *For more details on this accomplishment, please visit our website at www.jaimedicalsystems.com.*

HEALTHY REWARDS! DON'T FORGET!

Time is running out to receive your Healthy Reward. See your Primary Care Physician (PCP) today and mail in your Healthy Reward Redemption Certificate.

If you have questions about the Healthy Rewards program or need to schedule an appointment with your PCP, call our Customer Service Department today at 1-888-JAI-1999 for help.

OCTOBER IS NATIONAL BREAST CANCER AWARENESS MONTH

Breast cancer affects one in eight women during their lives. Breast cancer kills more women in the United States than any cancer except lung cancer. No one knows why some women get breast cancer, but there are a number of risk factors. Risks that you cannot change include:

- Age - the chance of getting breast cancer rises as a woman gets older;
- Genes - there are two genes, BRCA1 and BRCA2, that greatly increase the risk. Women who have family members with breast or ovarian cancer may wish to be tested; and
- Personal factors - beginning periods before age 12 or going through menopause after age 55

Other risks include being overweight, using hormone replacement therapy (also called menopausal hormone therapy), taking birth control pills, drinking alcohol, not having children or having your first child after age 35, or having dense breasts. Symptoms of breast cancer may include a lump in the breast, a change in size or shape of the breast, or discharge from a nipple.

In recognition of National Breast Cancer Awareness month, Jai Medical Systems is hosting Women's Day EVERY Saturday, until the end of the year, at American Radiology. For more information or to schedule your mammogram, please call our Customer Service Department today at 1-888-JAI-1999.

Source: NIH: National Cancer Institute

DON'T LOSE YOUR HEALTH INSURANCE BENEFITS!

The Maryland Department of Health and Mental Hygiene has informed us that almost 1,000 Jai Medical Systems members will lose their health insurance benefits on November 30, 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.*

OBSTETRICS CASE MANAGEMENT: PRENATAL AND POSTPARTUM CARE

Prenatal Care

If you are pregnant or think you may become pregnant, please contact the Jai Medical Systems Case Management Department at 410-433-5600. Our Case Management Department offers Nurse Case Managers that will help coordinate your prenatal care throughout your pregnancy. As a pregnant mom, you are also eligible to enroll in our *Healthy Rewards Mom's VIP Program*, which is designed to support you during your pregnancy and ensure that you receive prenatal and postpartum care.

Postpartum Care

It is very important that you follow up with your Obstetrician six weeks following your delivery. Jai Medical Systems feels so strongly about the importance of this appointment that we offer our *Healthy Rewards Mom's VIP Program* members a \$100 gift card if you see your obstetrician in the recommended timeframe.

Need Assistance?

If you have any questions about your pregnancy or need any assistance, please feel free to contact one of our Obstetrics Nurse Case Managers at 410-433-5600. To Enroll in the *Healthy Rewards' Mom's VIP Program*, please call 1-888-JAI-1999.

HAVE YOU MOVED RECENTLY? DO YOU HAVE A NEW PHONE NUMBER?

If you have moved recently and/or have a new phone number, 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 US ONLINE AT WWW.JAIMEDICALSYSTEMS.COM
