

JAI MEDICAL SYSTEMS

Fall HealthBeat

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Jai Medical Systems earns NCQA Accreditation Status of Excellent; Earns distinction of top-rated Medicaid HMO in Maryland

Dear Friend, I have exciting news. The National Committee for Quality Assurance (NCQA) has awarded its highest accreditation status of **Excellent** to Jai Medical Systems Managed Care Organization, Inc. Jai Medical Systems has earned this accreditation status for service and clinical quality that meet or exceed NCQA's rigorous requirements for consumer protection and quality improvement.

Jai Medical Systems Managed Care Organization, Inc. was also rated 4.5 out of 5 among Medicaid health insurance plans in *NCQA's Medicaid Health Insurance Plan Ratings 2015-2016*, making Jai Medical Systems Managed Care Organization, Inc. the top-rated Medicaid HMO in Maryland and one of the highest-rated Medicaid health insurance plans in the country. *For more details about Jai Medical Systems and our NCQA Accreditation, please visit our website at www.jaimedicalsystems.com.*

Regards,



Joan Mercer-Dunning
Director of Customer Service



Health Education Class

Schedule

October 17

Weight Management

10am – 11:15am

Asthma

11:30am – 12:30pm

October 24

Weight Management

10am – 11:15am

Smoking Cessation

11:30am – 12:30pm

October 31

Weight Management

10am – 11:15am

Hypertension

11:30am-12:30pm

WARNING: Don't Lose Your Benefits

This Fall, more than 100,000 people will lose their Medicaid benefits. Please make sure that you are not one of them. Renew your eligibility for benefits through Maryland Medicaid before you lose your health insurance. You can renew your eligibility today through the Maryland Health Connection online at www.marylandhealthconnection.com.

You may also schedule an appointment today to meet with a Navigator. A navigator is a person who can assist you with applying/re-applying for Maryland Medicaid benefits. Navigator services are available Monday through Friday at the following participating medical centers and at HealthCare Access Maryland locations throughout Maryland

Jai Medical Center

1235 East Monument Street

Baltimore, MD 21202

(410) 327-5100

Monday and Friday, 9am to 5pm

*Kiosk services available Mon-Fri

Jai Medical Center

4340 Park Heights Avenue

Baltimore, MD 21215

(410) 542-8130

Tuesday and Thursday, 9am to 5pm

*Kiosk services available Mon-Fri

Jai Medical Center

5010 York Road

Baltimore, MD 21212

(410) 433-2200

Wednesday, 9am to 5pm

*Kiosk services available Mon-Fri

Word to Know

Kiosk: Computer that is made available for public use.



Get the Flu Shot!



Flu season is almost here. Have you received your flu shot this season? If not, now is the time. Influenza (the Flu) is among the most common respiratory illnesses in the United States, infecting millions of people every flu season. Every year, flu spreads across the country, from person to person, among families and communities. The severity of flu illness can vary from mild to severe.

An annual flu shot is the best way to prevent the flu as well as flu-related complications that could lead to severe illness, hospitalization and even death. Health experts across the country recommend that everyone 6 months and older get a flu shot. Flu vaccination can reduce flu illnesses, doctors' visits, missed work and school due to flu, as well as prevent flu-related hospitalizations and deaths.

If you need assistance scheduling an appointment with your primary care provider for your flu shot, please contact our Customer Service Department today. Our representatives are available Monday through Friday, 9 am to 6 pm, to assist you.

Resource: <http://www.cdc.gov/flu/pdf/matte/flu-vaccination-protect.pdf>

Nurse Advice Line: 24 Hours a day, 7 days a week

If you have a question about your health, wellness, or preventative care, please contact our 24 Hour Nurse Advice Line. Our Nurses are ready to assist you 24 hours a day, 7 days a week. You may access the 24 Hour Nurse Advice Line by calling Jai Medical Systems at 1-888-JAI-1999 or by directly calling the Nurse Advice Line at 1-844-259-8613, 24 hours a day, 7 days a week. *As always, if you are in need of urgent medical care, please contact 911.*

Tell us how we are doing!

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.

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	★	★

Contact Us

301 International Circle | Hunt Valley, MD 21030

Phone: 1-888-JAI-1999

Nurse Advice Line: 1-844-259-8613

Hours of Operation

Monday through Friday

9 am to 6 pm