

JAI MEDICAL SYSTEMS

Winter HealthBeat



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A Message from the Director of Customer Service

Thank you for choosing Jai Medical Systems, an NCQA Accredited Medicaid Health Plan. Did you know that for 2015 Jai Medical Systems earned NCQA’s highest accreditation level of Excellent? We are very proud of being rated so highly and wanted to also let you know that we are rated one of the top 10 Medicaid Health Plans in the county. We want to thank you for being a member of Jai Medical Systems and wish you a happy, safe holiday.

We would also like to remind you that our Customer Service Department is available to assist you with any questions or concerns that you may have about your covered benefits, our provider network, how to access care, as well as how to renew your benefits. Our staff is available Monday through Friday, 9 am to 6 pm, by telephone at 1-888-JAI-1999, to assist you.

If you have a question regarding general health matters and wellness, please contact our new 24 Hour Nurse Advice Line. 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.*

Regards,

Joan Mercer-Dunning
Director of Customer Service

Health Education Class Schedule

December 19

Weight Management
10am – 11:15am
Hypertension
11:30am – 12:00pm

More classes to come in the New Year!

WARNING: Don't Lose Your Benefits **APPLY TODAY!**

In the past few months, more than 100,000 people have lost 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 online at www.marylandhealthconnection.gov.

If you need help renewing your benefits, you may also meet with a Navigator or Certified Application Counselor today. Navigators or Certified Application Counselors can help you with applying/re-applying for Maryland Medicaid benefits. Their services are available Monday through Friday at one of these participating provider locations:

Jai Medical Center
5010 York Road
Baltimore, MD 21212
410-433-2200

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

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

Word to Know:

Prevention: the action of stopping a possible (health) event from happening or arising.



Walk-ins welcome!

Please feel free to walk in to one of these locations today for assistance with applying/reapplying for your benefits.

GBMC joins our Provider Network

We are excited to announce that Greater Baltimore Medical Center (GBMC) has joined the Jai Medical Systems' network of providers, effective December 15, 2015, for Primary Care, Specialty Care, and Hospital Services.

For more information about GBMC, please visit their website www.gbmc.org.

Glaucoma Awareness



Glaucoma is the second leading cause of blindness in the world, according to the World Health Organization.

People with diabetes are also more likely to get an uncommon type of glaucoma, called neovascular glaucoma. In this form of glaucoma, new blood vessels grow on the iris, which is the colored part of the eye.

Treatment of this eye problem in diabetics can include special eye drops, laser procedures, medicine, or surgery. Surgery and laser treatments are directed at improving the eye's aqueous drainage. You can prevent serious eye problems by getting an annual Diabetic Eye Exam from your eye doctor. If you have not had your Diabetic Eye Exam this year, please be sure to schedule an appointment to see your eye doctor today.

Remember:



- Prevention starts with an appointment.
- Early detection may save your vision.

Sources: *The Eye Diseases Prevalence Research Group, Arch Ophthalmology 2004.*

Member Satisfaction Survey Results

At Jai Medical Systems, we care about your health and want to know how you think we are doing. In order to get your thoughts, we send satisfaction surveys each year. The first survey is an internal survey we send out once a year. We use the results from this survey to improve the services we provide to you and your family. Each and every survey we receive is reviewed by a staff member and any members leaving comments that need to be followed up on are contacted. Jai Medical Systems would like to share with all members that we received over 1,700 responses for our 2014 survey. Our HealthChoice members rated us with 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 2015 results showed that our adult and children HealthChoice members ranked Health Promotion and Education as our highest overall performing areas.

Thank you for taking the time to provide us with your valuable feedback and for participating in both of these surveys. The 2015 internal survey was sent out with Fall 2015 HealthBeat. If you haven't done so yet, please take some time to complete this survey and mail it back in the postage paid envelope. Your opinion is important to us. We use your responses to help find ways to better serve you and your family.

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 of 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

Hours of Operation

Monday through Friday
9 am to 6 pm