

JAI MEDICAL SYSTEMS

Winter HealthBeat



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A Message from the Director of Customer Service

Dear Member,

This holiday season, we would like to thank you for your continued membership with Jai Medical Systems, *the highest rated Managed Care Organization in Maryland*. As always, Jai Medical Systems is here for you and your healthcare needs. Please feel free to contact us today at 1-888-JAI-1999 and we will be happy to assist you with any questions or concerns that you may have about your covered benefits, our provider network, how to access care, or renewing your health insurance benefits.

Wishing you a safe and happy holiday season,

Joan Mercer-Dunning
Director of Customer Service



Health Education Class Schedule

December 17

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

Hepatitis C Hotline

Call us today at **410-403-1814** to learn more about Hepatitis C testing and treatment.

Need transportation to your appointment?

We are here to help! Jai Medical Systems offers **FREE** transportation for its members to and from their primary care appointments. Please call our Customer Service Department today at **1-888-JAI-1999** for more information.

Stay a Member of the Highest Rated MCO: Renew Your Benefits Before They Run Out!

At Jai Medical Systems, we value your membership and want to ensure that you do not have a lapse in your health insurance coverage. To ensure that you maintain your health insurance coverage with Jai Medical Systems, please renew your coverage and benefits before your eligibility end date.

You can renew your benefits online today through the Maryland Health Connection at www.marylandhealthconnection.gov. If you would like assistance with renewing your benefits, you may also schedule an appointment with a Certified Application Counselor (CAC). For more information about scheduling an appointment with a CAC, please contact our Customer Service Department at 1-888-JAI-1999. Please also feel free to walk in to one of the following participating medical centers for application assistance:

Jai Medical Center
1235 East Monument Street
Baltimore, MD 21202

Jai Medical Center
4340 Park Heights Avenue
Baltimore, MD 21215

Jai Medical Center
5010 York Road
Baltimore, MD 21212

Jai Medical Center
301 International Circle, Suite 100
Hunt Valley, MD 21030

Eutaw Medical Center
2425 Eutaw Place
Baltimore, MD 21217

Important Reminders

- Urgent Care is available to you 365 days a year, (including holidays!) from 8am to 10pm, at Patient First locations. Patient First offers x-ray, lab, and pharmacy services.
- Have a health or wellness question? Our **Nurse Advice Line is available 24 hours a day, 7 days a week** to assist you. To contact the Nurse Advice Line today, please call **1-844-259-8613**.

Case Management

Complex Case Management and Case Management programs are available for members who have serious medical conditions or have complex conditions and/or special needs. Case Management will provide you with support and guidance to help you with your healthcare. Our Nurse Case Managers can also assist with care coordination.

In addition, there are Disease Management Programs for members with Hypertension, Diabetes, Hepatitis C, and Asthma. These Disease Management programs provide additional information and support for you while helping to control your high blood pressure and asthma.

To learn more about Case Management services, Complex Case Management services, and/or Disease Management programs, or to see if they may be right for you, please contact our Customer Service Department today at 1-888-JAI-1999.

Member Satisfaction

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. 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. Jai Medical Systems would like to share with all members that we received over 1400 responses for our 2015 survey. Our members rated us with an overall satisfaction score of 85%.

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 2016 results showed that our adult and children HealthChoice members ranked *Customer Service* and *How Well Doctor Communicates* 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 2016 internal survey was sent out with Fall 2016 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. For more information, please call our Customer Service Department at 1-888-JAI-1999, Monday through Friday, 9am to 6pm.

All the information that is listed to the right is also available in print and by telephone if you would prefer. 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, 9am to 6pm