



JAI MEDICAL SYSTEMS

Fall HealthBeat

VOLUME 75

Fall 2017

EXTRA! EXTRA! READ ALL ABOUT IT!

Jai Medical Systems is the Highest Rated Medicaid Health Plan in the United States!

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Dear Friend,

I am excited to let you know that you are a member of the *Highest Rated Managed Care Organization in Maryland and the United States*, according to the National Committee for Quality Assurance’s (NCQA) Health Plan Ratings 2017-2018. This is the second year in a row that Jai Medical Systems has earned this distinction.

For a third year in a row, Jai Medical Systems has also earned NCQA’s highest accreditation status of *Excellent*. It is partly a health plan’s members who determine whether it earns NCQA’s Excellent Accreditation status. Any plan that does so should be proud of its accomplishment. It is a sign that the plan’s delivering great service and great care—it’s met the toughest test in managed care.

Thank you so much for being a member of Jai Medical Systems. We appreciate your support and would like you to know that it is an honor to assist you on your quest to *live life well*. For more information on our NCQA Accreditation and Health Plan Rating, please visit www.jaimedicalsystems.com.

Sincerely,

Jai Seumarine

Chief Executive Officer



Contact Us

301 International Circle
Hunt Valley, MD 21030

1.888.JAI.1999

www.jaimedicalsystems.com

Hours of Operation:

Monday through Friday
9am to 6pm

Nurse Advice Line

1-844-259-8613

Available 24 hours a day
7 days a week

Renewing Your Health Insurance Benefits

With the flu season right around the corner, it is important to ensure that your health insurance benefits are up-to-date. To maintain your health insurance benefits with Jai Medical Systems, please renew your benefits before your eligibility end date.



To renew your benefits **today**, please visit the Maryland Health Connection online at www.marylandhealthconnection.gov. You may also schedule an appointment today to meet with a Certified Application Counselor. For more information or to schedule an appointment with a Certified Application Counselor, please call us today at 1-888-JAI-1999. If you have a disability and need to renew your benefits, please contact your social worker right away.

Don't forget! Application Counselor Services are available from 9am to 6pm, Monday through Friday, at the following independent, participating medical centers:

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

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

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



Healthy Rewards



There is still time left to earn your Healthy Rewards for 2017. Don't wait until the last minute! Please see your Primary Care Provider (PCP) today and then mail us your Healthy Rewards Redemption Certificate. For help with scheduling an appointment with your PCP, please call our Customer Service Department today at 1-888-JAI-1999.

Member Satisfaction Survey

Jai Medical Systems is dedicated to delivering an excellent customer service experience. We care about your thoughts and opinions. Please take a moment to complete and return the enclosed Member Satisfaction Survey to help us improve the quality of our services.

Advanced Directives

An Advanced Directive, also known as a living will, is a very important document that informs your family about your wishes if you become too ill to make decisions about your care. For more information about Advanced Directives, please refer to your Member Handbook. Information about Advanced Directives can also be found on our website at www.jaimedicalsystems.com

Cold & Flu Season is Here!

"Fall" into Healthy Habits

As the weather turns colder and we spend more time at home, we often catch colds or the flu. Cold and Flu season can start as early as September, so make sure that you and your family are prepared by following some of these tips:



Take time to get a Flu vaccine. The CDC recommends a Flu vaccine as the first and most important step towards keeping your family protected from the virus. Everyone 6 months of age and older should get a flu vaccine by the end of October, if possible.

Wash your hands. Always wash your hands frequently throughout the day, and avoid touching your eyes, nose, and mouth.

Use alcohol-based hand sanitizer. If you do not have access to soap and water, an alcohol-based sanitizer can kill cold and flu germs.

Avoid getting close to people who are sick. Try to avoid close contact, such as shaking hands with sick people.

Keep your surroundings clean. Clean and disinfect surfaces and objects that may be contaminated with germs that could give you the flu.

Keep up a healthy lifestyle. It's important to look after your own health. A combination of healthy eating, exercise, and plenty of rest are important immune boosters.

**Source: CDC 2017*

Check out the Jai Medical Systems 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. For more information, please call our Customer Service Department at 1-888-JAI-1999, Monday through Friday, 9am to 6pm. To visit our member portal, please 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		★
Web-Based Physician Directory	★	★
Web-Based Hospital Directory	★	★