



# JAI MEDICAL SYSTEMS

## Winter HealthBeat

**Alert:**

**Don't get cut off!**

**Inside this Issue**

Alert: Don't get cut off	1
Health Education	1
Women's Health	1
Member Satisfaction	1
Flu Vaccine	2
Transportation	2

Dear Member,

I have very important information to share with you regarding your health insurance benefits. Beginning in January of 2018, the State of Maryland will automatically disenroll Medicaid members whose mail is returned because of an **invalid mailing address**. Unfortunately, this new process could result in a loss of your health insurance coverage with Jai Medical Systems.

**We do not want you or your family to lose your health insurance!** Please make sure that your address is valid and up-to-date at all times with the Maryland Health Connection. You may update your mailing address at any time by any of the following methods:

- ◆ **By phone.** Call the Maryland Health Connection at 1-855-642-8572 (TTY: 1-855-642-8573).
- ◆ **Online at [www.marylandhealthconnection.gov](http://www.marylandhealthconnection.gov)**  
Use the "Change My Information" button on the account homepage to update the application.
- ◆ **Use the app.** Download the free Enroll **MHC** mobile app.
- ◆ **In person.** Receive free, in person help from a local connector entity, health department or department of social services.

If you have any questions regarding this important issue, please contact our Customer Service Department at 1-888-524-1999.

As always, if you or a family member are in need of updating your address or renewing your health insurance benefits, you may do so by visiting a Certified Application Counselor at one of the following independent, participating medical centers:



### Health Education Class Schedule

Begin the New Year on the right foot and join us for one of our *Health Education classes*. Below is a schedule of our upcoming Health Education classes.

**December 14**

Woman's Health  
10am – 11:15am  
Woman's Health  
11:30am – 12:30pm

**December 28**

Weight Management  
10am – 11:15am  
Smoking cessation  
11:30am – 12:30 pm

**January 11**

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

**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

*Merry Christmas & Happy New Year!*

*Joan Mercer-Dunning*  
Joan Mercer-Dunning  
Director of Customer Service

## Spotlight: Woman's Health Matters



Make a new year's resolution that will count; make sure that you are up-to-date with your preventative health screenings. Two of the most important health screenings for women are the Cervical Cancer screening and the Breast Cancer screening.

### **Cervical Cancer Screening**

A Cervical Cancer Screening or "Pap Smear" is a test that looks for cells on the cervix that could become cancerous if not removed. It is important for women to be screened for cervical cancer *at least once every 3 years*. The CDC recommends a Cervical Cancer screening for women ages 21 to 65. This screening is something that may be completed by either your *Primary Care Provider* or a *Gynecologist*.

### **Breast Cancer Screening**

Did you know that 1 in 8 women in the United States will develop invasive breast cancer? Breast cancer is the second leading cause of cancer deaths among women in the United States, and it is more common within the African American community. The best fight that we have against breast cancer is early detection. The American Cancer Society recommends that *women ages 45 to 54 receive a mammogram once a year*, while *women ages 55 and older should be screened once every two years*. In addition to receiving a mammogram, women should routinely complete self-exams of their breasts and report any changes to their *Primary Care Provider* right away.

Do you need to schedule an appointment for one of these important health care screenings? Please call our Customer Service Department today at 1-888-JAI-1999 and we will assist you with scheduling your appointment.

---

## **Member Satisfaction**

At Jai Medical Systems, we value your opinion. That is why we conduct member satisfaction surveys on a regular basis. Please help us improve our services by responding to our satisfaction surveys. Jai Medical Systems would like to share with all of our members that we received over 1100 responses for our 2016 internal survey. Our members rated us with an overall satisfaction score of 88.7%.

Another survey that you may receive is a national satisfaction survey called the Consumer Assessment of Healthcare Providers and Systems (CAHPS®). This survey is 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 2017 results rated "*How Well Doctor Communicates*" and "*Customer Service*" as our highest performing areas for our adult members, and "*Getting Care Quickly*" at or above 96% for our pediatric members.

Thank you for taking the time to provide us with your valuable feedback and for participating in this survey. Our internal survey was sent out with our Fall 2017 HealthBeat newsletter. If you haven't done so yet, please take some time to complete this survey and mail it back in the postage paid envelope.

### **FLU VACCINE**

Have you received your Flu vaccine yet? There is still time! The Centers for Disease Control and Prevention (CDC) recommends that everyone 6 months and older get vaccinated against the flu. Get vaccinated today! Contact your Primary Care Provider today for more information about the Flu vaccine or to schedule an appointment.

### **TRANSPORTATION**



We are pleased to announce that in addition to van transportation to your primary care provider appointments, we now offer transportation via UBER.

For more information, or to request transportation to your next primary care appointment, please contact our Customer Service Department today at 1-888-JAI-1999.



---

#### **Contact Us**

301 International Circle  
Hunt Valley, MD 21030  
1-888-JAI-1999

[www.jaimedicalsystems.com](http://www.jaimedicalsystems.com)

#### **Office Hours**

Monday - Friday  
9am to 6pm