

JAI MEDICAL SYSTEMS

Spring HealthBeat



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Health Education

Spring into action and join us for a *Health Education class*. Please see below a schedule of our upcoming Health Education classes, which include new topics such as stress management and men's health.

April 5

- 10:00-11:15am:** Women's Health
11:30-12:30pm: Men's Health
2:00-3:15pm: Women's Health
3:30-4:30pm: All About Substance Abuse

April 12

- 10:00-11:15am:** Healthy Eating
11:30-12:30pm: Diabetes
2:00-3:15pm: Stress Management
3:30-4:30pm: Hypertension

April 26

- 10:00-11:15am:** Healthy Eating
11:30-12:30pm: Asthma
2:00-3:15pm: Smoking
3:30-4:30pm: Diabetes

*Classes are hosted at Jai Medical Centers located at 1235 East Monument Street and 4340 Park Heights Avenue in Baltimore, MD.

**Tell us what you think.
Complete the CAHPS Survey today!**

In mid-February, you may have received a national survey in the mail called the Consumer Assessment of HealthCare Providers and Systems (CAHPS) survey. As a member of Jai Medical Systems, it is important to complete the CAHPS survey. This is your opportunity to tell us how you feel about the medical care and services that you are receiving as a member of Jai Medical Systems. If you have any questions or concerns that you would like immediately addressed, please contact us today at 1-888-JAI-1999, so that our Customer Service team may assist you right away.

Healthy Rewards

We are happy to announce that **Healthy Rewards 2018** is here! To earn your **Healthy Reward** this year, please visit your Primary Care Provider (PCP) for your annual physical. After you have received your physical, please check your mail. You will receive a **Healthy Rewards Redemption Certificate**. You will need to complete this certificate in order to redeem your reward. Please see your PCP as soon as possible. **Healthy Rewards** quantities are limited, so schedule your PCP visit today before rewards run out!*

If you have questions about the **Healthy Rewards** program or need to schedule an appointment with your PCP, please call our Customer Service Department today at 1-888-JAI-1999 for assistance.

* Jai Medical Systems Managed Care Organization, Inc. reserves the right to eliminate or reduce incentives/rewards and/or modify or cancel the Healthy Rewards Program at any time without notice. Rewards are not convertible to cash. Limitations and exclusions apply. Offer valid while supplies last. Eligibility to receive a reward is contingent on Jai Medical Systems Managed Care Organization, Inc.'s receipt of confirmation from your PCP that you had your annual visit in 2018.

When should I go to the Emergency Room (ER)?

The emergency room is not a place to go for everyday medical problems such as the common cold, medication refills, or chronic pain. You should go to the emergency room immediately only if you are having a medical emergency. An **emergency** is defined as a health problem that happens suddenly and has symptoms of enough severity, including extreme pain, that the absence of immediate medical attention could reasonably be expected to result in placing your health (or in respect to pregnant women, the health of the woman and her unborn child) in serious jeopardy or serious loss of function to some part of your body.

If it is not a true emergency, you should call your primary care provider (PCP) for assistance with non-emergent medical matters. If it is during the day, your PCP may tell you to come into the office for a same day visit or suggest an Urgent Care visit with a participating Urgent Care Provider. If it is after regular business hours, you can still contact your PCP. You may also reach a nurse 24 hours a day, 7 days a week through our **Nurse Advice Line**. To speak directly with a nurse about health-related matters, please call **1-844-259-8613**.

Renew your Health Insurance benefits today!



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. 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:

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

You may also update your mailing address at any time:

- ◆ **By phone.** Call the Maryland Health Connection at 1-855-642-8572 (TTY: 1-855-642-8573).
- ◆ **Online** at www.marylandhealthconnection.gov
- ◆ **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.

New Portal Feature: Electronic EOBs

As a member of Jai Medical Systems, you are able to sign up for access to our member portal, which features exclusive content only available for our members. Beginning in January of 2018, members now have the ability to view an explanation of benefits (EOB) for services you receive from medical providers. Through our portal, you also have the option to request a new Primary Care Provider (PCP), change your address, request a new Member ID card, as well as complete a Health Assessment. 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, visit our website today at www.jaimedicalsystems.com.

<i>Look on our website for additional information about our:</i>	<i>Member Portal</i>	<i>General Website</i>
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 <i>(Including Recent Updates)</i>		★
Pharmacy Benefits and how to use		★
Co-Payment Information		★
Explanation of Benefits	★	
Temporary Membership Card	★	
Health Assessments		★
Self-Management Tools		★
Web-Based Physician Directory	★	★
Web-Based Hospital Directory	★	★

See a doctor today!

Call our Customer Service Department today at 1-888-JAI-1999, and they will assist you with scheduling an appointment with your Primary Care Provider today!

Tax Form 1095-B

If you or a member of your household received Medicaid or Maryland Children's Health Program (MCHP) health coverage during the previous year, you will receive IRS Form 1095-B directly from the Maryland Health Connection. This form serves as proof that you and members of your family met the requirement under the Affordable Care Act to have health insurance coverage. This form should have been mailed to you in February.

- ◇ Verify Information on Form 1095-B. Review the information on the form, such as names of household members enrolled and dates of coverage to ensure that it is correct.
- ◇ Save Form 1095-B. Keep this form with your other important tax documents.

If you think the information shown on your Form 1095-B is wrong, or if you need another copy of the form, please call the Maryland Health Connection today at:

Phone: 1-855-642-8572
TTY: 1-855-642-8573