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**KEYS TO A HEALTHY FALL**

It is that time of the year, when the leaves change colors, we carve pumpkins, and we also a very important time to ensure that certain preventative health visits are completed. Please see below for a few ways in which you and your family can stay healthy this Fall.

☆ **Annual Well Child Checks and Immunizations for Back to School**

The State of Maryland’s well child and immunization requirements remain in effect for the 2021 - 2022 school year. All students are required to be compliant with immunizations whether they return to school in person or are taught in a virtual classroom online. Please make sure your children are up-to-date with all required preventative care, such as needed immunizations, by scheduling an appointment with your child’s Primary Care Provider (PCP).

☆ **Get the COVID-19 Vaccine**

The COVID-19 vaccine is available to individuals ages 12 and older, and can help protect yourself, your family, and your friends from COVID-19. If you have any questions about the vaccine, let us help you schedule an appointment with your Primary Care Provider, so that you may ask these important questions to your doctor.

**I am ready to receive the COVID-19 vaccine. Where can I be vaccinated?**

Please call us today at 1-888-524-1999 and our Customer Service team will assist you with scheduling a COVID-19 vaccine appointment. You may also visit the State’s online website at <https://coronavirus.maryland.gov/pages/vaccine> to locate a vaccination site, or you may call the COVID-19 Vaccination Support Center at 1-855-MD-GOVAX (1-855-634-6829). The support center is available seven days a week, from 7 a.m. to 10 p.m.

☆ **Get the Flu Vaccine**

The annual flu vaccine is recommended for anyone ages 6 months or older. The flu vaccination can provide important protection, such as reducing flu illnesses, doctors’ visits, and missed work and school due to flu, as well as prevent flu-related hospitalizations and deaths. Flu vaccines are available to you through your Primary Care Provider and/or participating local pharmacies.

It is recommended that individuals receive their flu vaccine as soon as possible, but ideally no later than the end of October. If you need help with scheduling your flu vaccination, please contact our Customer Service Department at 1-888-524-1999.

**Updates and Reminder**

**Have a question?**

We are here to help.  
Call us today at  
1.888.JAI.1999.

**24 Hour Nurse Advice Line**

1-844-259-8613

**Office Hours:**

Monday through Friday  
9am to 6pm

**Address:**

301 International Circle  
Hunt Valley, MD  
21030

**Website:**

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



## ***EARN YOUR HEALTHY REWARD!***



**We are happy to announce that Healthy Rewards 2021 is here!**

To earn your Healthy Reward this year, spring into action and 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

### ***Update: Opioid Pain Medication***

Starting November 1, 2021 Jai Medical Systems would like to announce that for the safety of our members opioid pain medications (like Oxycodone or Morphine) will be limited to no more than a 14-day supply at a time after the first initial 7-day fill. Prior authorization will be required before filling for more than a 14-day supply.

Members who are currently receiving an opioid for more than a 14-day supply within the last 90 days, will continue to receive their current medications without a new prior authorization. If you go 90 days without filling for an opioid medication, this approval will expire, and you will need prior approval before filling for greater than a 14-day supply after the initial 7-day supply.

### ***Well Child Visits: What to Expect***

It is important that your child receive regular “Well Child” check-ups with your Pediatric Primary Care Provider (PCP). The American Academy of Pediatrics recommends that all parents take their children to at least 12 check-ups during the first three years of life.

During a well child visit, your child’s PCP will review your child’s health, aspects of their development, and provide any necessary vaccines. Your PCP may also screen your child for health problems; either through blood work or by asking health-related questions.

These visits are also a good oppor-

tunity for you to ask any questions that you may have related to your child’s health and development.

Your child's PCP will develop and recommend a schedule for your child’s healthcare.

Well Child visits are recommended at the following ages:

- 3 to 5 days old.
- By 1 month.
- 2 months.
- 4 months.
- 6 months.
- 9 months.

- 1 year.
- 15 months.
- 18 months.
- 2 years.
- 30 months.
- 3 years.



After age 3, Well Child visits are usually scheduled once a year.

**If you are in need of an appointment for your child or transportation assistance for your child’s appointment, please contact our Customer Service Department today at 1-888-JAI-1999.**

***Renew your Health Insurance benefits today!***  
***Please do not lose your health insurance benefits.***

To ensure that you maintain your health insurance benefits with Jai Medical Systems, please renew your benefits before your eligibility end date. For assistance maintaining your eligibility, please contact our Customer Service Department at 1-888-JAI-1999.

To renew your benefits today, please visit the Maryland Health Connection website at [www.marylandhealthconnection.gov](http://www.marylandhealthconnection.gov). You may also apply by walking in today to meet with a Certified Application Counselor at one of these independent participating medical centers, Monday through Friday, 9am to 6pm:

<b>Jai Medical Center</b>	<b>Jai Medical Center</b>	<b>Jai Medical Center</b>
5010 York Road	4340 Park Heights Avenue	1235 East Monument St.
Baltimore, MD 21212	Baltimore, MD 21215	Baltimore, MD 21202
Phone: 410-433-2200	Phone: 410-542-8130	Phone: 410-327-5100

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

***Have you visited our Member Portal?***

As a member of Jai Medical Systems, you are eligible to sign up for access to our member portal, which features exclusive content only available for our members. To sign-up or visit our member portal, please visit our website today at [www.jaimedicalsystems.com](http://www.jaimedicalsystems.com).

If you would prefer any of the information in print that is noted in the chart below, you may contact our Customer Service Department at 1-888-JAI-1999.

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

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<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	★	★
Case and Disease Management Programs		★
Complex Care Program		★
Utilization Management Decision Process		★
Benefits and Services <i>(Including Recent Updates)</i>		★
Pharmacy Benefits and How to Use Them		★
Co-Payment Information		★
Explanation of Benefits	★	
Temporary Membership Card	★	
Health Assessments	★	
Self-Management Tools	★	
Web-Based Physician and Hospital Directories	★	★
Preventive Care Guidelines		★

***Member Satisfaction Survey!***

Your opinion is important to us! This is why annually we mail a member satisfaction survey all every member. This member satisfaction survey is your opportunity to tell us how we are doing. Your responses are important as we use this information to help find ways to better serve you and your family.

We would appreciate it if you could please take a moment to complete and return the enclosed Member Satisfaction Survey. Each and every survey that we receive is reviewed by a staff member. Please note, we will personally follow-up with any member who may leave comments, or if you request for someone to contact you in follow-up to your survey responses.

At Jai Medical Systems, we are dedicated to delivering an excellent customer service experience to our members and your feedback only improves the experience we provide.

We look forward to hearing from you.

## *Preventive Care Guidelines for Adults*

*It is important that adults receive routine preventative healthcare each year. The table below outlines services that are recommended for adults by age as well as how often you should have them done. Please note that if PCP is noted below, it stands for Primary Care Provider.*

<b>Service:</b>	<b>For Who:</b>	<b>How Often:</b>
Routine Check-Up	Everyone age 19 and older	Every year
Blood Pressure Test	Everyone age 19 and older	During your annual check-up
Pap Smear Test	Women age 21 and older	Every 3 years *evaluate risk every year with your PCP
Cholesterol Blood Test	Everyone age 35 and older	Evaluate risk every year with your PCP
Breast Cancer Screen	Women age 50 and older	Mammogram every 2 years *evaluate risk every year with your PCP
Colon Cancer Screen	Everyone age 50 or older	Evaluate risk every year with your PCP
Prostate Cancer Screen	Men age 40 and older	Evaluate risk every year with your PCP
Lung Cancer Screening	Adults age 55 and older with a history of smoking	Yearly *evaluate risk every year with your PCP
Adult Immunizations: Flu Tdap  Tetanus  Shingles  Pneumococcal (PPSV23)  HPV	Adults 18 and older Adults 18 and older  Adults 18 and older  Adults 60 and older  Anyone Ages 2- 64  Women Ages 11-26 Men Ages 11-21	Yearly Once (if didn't receive at age 11-12), during every pregnancy Every 10 years, more frequently depending on risk Two Shot Series  Evaluate risk with your PCP  Three Shot Series
Eye Exam for Diabetics (Dilated Funduscopic) Foot Exam for Diabetes	Everyone with Diabetes  Everyone with Diabetes	Every 2 years or more frequently depending on risk Every year
STD Screening	Everyone who is sexually active	Evaluate risk every year with your PCP
HIV Blood Test	Adults 18 and older	Once or more frequently depending on risk
Hepatitis C	Adults 18 and older	Once for adults born between 1945 and 1965. For others, more frequently depending on risk
Substance Use Screen	Adults 18 and older	Yearly or more frequently depending on risk
Depression Screening	Adults 18 and older	Yearly or more frequently depending on risk