

## A MESSAGE FROM THE DIRECTOR OF CUSTOMER SERVICE

Happy Spring! It is that time of year when warm air contributes to allergies and asthma symptoms. Do not wait until you have an allergy or asthma attack to visit your Primary Care Provider (PCP). Please call your PCP and make an appointment today before your symptoms begin!

Did you know that Jai Medical Systems Managed Care Organization requires all Primary Care Providers (PCPs) to have 24 hour phone coverage? This means that after regular business hours and on the weekends, you may contact your PCP's office by phone. If you are unable to reach your PCP, you may call 1-888-JAI-1999 for assistance.

Sincerely,  
Joan Mercer-Dunning  
Director of Customer Service

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## WHEN SHOULD I GO TO THE EMERGENCY ROOM?

You should go to the emergency room immediately 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. The emergency room is not a place to go for everyday medical problems such as the common cold, medication refills, or chronic pain.

If you are not in immediate danger, you should call your primary care provider (PCP) for help. If it's during the day, your PCP may tell you to come in the office the same day or the next day. If it's after regular business hours, you can still contact your PCP. All Jai Medical Systems Managed Care Organization participating PCPs are required to have after hours phone coverage. If you cannot reach your PCP, you can always contact our Customer Service Department at 1-888-JAI-1999 for assistance.

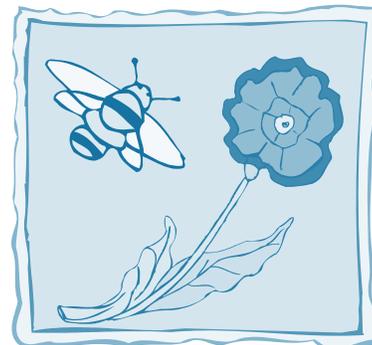
## HAVE YOU HAD YOUR CHILD TESTED FOR LEAD?

Lead screening is a very important part of your child's health care. Lead is a poison that can harm anyone who swallows it or breathes it in. Children are most often exposed to lead in the form of lead-based paint when the paint is chipping or peeling and lead contaminated dust.

A child with lead poisoning may find it harder to learn and may not behave well. Lead is especially dangerous for children under six years old; it can damage their brain, nerves, blood, and other parts of their body. Children can be given a blood test to measure the level of lead in their blood. If your child has not been tested this year, please visit your child's primary care provider as soon as possible to have them tested.

## SPRING ALLERGIES

While we might enjoy the warmer weather, most of us do not welcome spring allergy symptoms. Knowing the source of bothersome spring allergies, like pollen, can help lessen exposure. Many people see the start of spring as a welcome change. However, with the warm breeze comes airborne pollen and mold spores. If you suffer from seasonal allergies, you probably feel them with every breath. The allergens send the body's immune system into overdrive, leading to allergy symptoms such as sneezing, a stuffy nose, and itching. In the springtime alone, which typically begins in March, hay fever, an allergy to pollen or mold, affects 30 to 60 million people in the United States.



Spring is typically considered to be a tree pollen allergy season. Summer tends to bring grass pollen allergies, while ragweed allergies usually hit in the fall. This year, many US regions experienced warmer than normal winters, which gave trees an early start at pollinating. Mold, which is considered a year round allergy, can also wreak havoc in the spring. This is especially true when damp and rainy conditions, followed by warmer weather, lead to a high concentration of mold.

### Getting Relief from Spring Allergies

Your best defense from spring allergies is to keep doors and windows closed, use allergy filters on your air conditioning unit, wash your clothes and take a shower after you have been exposed to pollen or mold spores, and avoid doing yard work or exercising outdoors on days when pollen counts are high.

## SELECTING YOUR PRIMARY CARE PROVIDER (PCP)

As a member of Jai Medical Systems Managed Care Organization, you may choose any participating Primary Care Provider (PCP) from our provider network to be your PCP. You may change your PCP within the Jai Medical Systems Managed Care Organization network at any time without reason. Only you can request to change your PCP.

Please call our Customer Service Department at 1-888-JAI-1999 to change your PCP. Our friendly Customer Service staff will review our provider directory with you and help you pick a new PCP. After a new PCP has been chosen, you will receive a new membership card in the mail.

Please contact our Customer Service Department at 1-888-JAI-1999 with any questions.

### REMEMBER.....

You should visit your PCP at least once a year, even if you are healthy. This way you can be sure that you are up to date with all of your preventive care services!

## ARE YOU PREGNANT?

At Jai Medical Systems Managed Care Organization, we want to work together with our pregnant members to ensure that they have a happy, healthy pregnancy. All of our expectant Moms are offered Case Management Services to help coordinate their care. We also offer all pregnant members the option to join the Mom's VIP Program. This is an incentive program to encourage pregnant moms to go to their OB appointments and attend education classes.



If you are pregnant, PLEASE call our Case Management Department at (410) 433-5600 and press Option 6 or Option 2 for an OB Case Manager. You may also call our Customer Service Department at 1-888-JAI-1999 for assistance. Your health and well being are very important to us! We are here to help you throughout your entire pregnancy and delivery!

Jai Medical Systems Managed Care Organization does not employ the providers participating in our network. Participating providers in the Jai Medical Systems Managed Care Organization network are not the actual or apparent agents of Jai Medical Systems Managed Care Organization. Participating providers are independent and not controlled, operated, owned, or directed by Jai Medical Systems Managed Care Organization.