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### *A Message from the Director of Customer Service*

Thank you for choosing Jai Medical Systems Managed Care Organization, Inc. (Jai Medical Systems) as your health insurance company. At Jai Medical Systems, *We Care About Your Health* and our Customer Service Department is available to help assist you with any questions or concerns that you may have about your covered benefits, upcoming changes to the Primary Adult Care Program, or any other topics. Our Customer Service Department can be reached Monday through Friday, 9:00am to 6:00 pm at 1-888-JAI-1999.

As a member of Jai Medical Systems, you have the right to tell us what you think about your health plan, as well as the people who are providing you care. We use your feedback to find out what you like about our services and to identify areas in need of improvement. Enclosed with this Newsletter, please find our Member Satisfaction Survey. Please take a few minutes to complete the survey and return the survey in the self addressed stamped envelope included with this Newsletter. Please feel free to contact me at 1-888-JAI-1999 if you have any questions or concerns.

Thank you,



Joan Mercer-Dunning  
Director of Customer Service

### IMPORTANT

### REMINDER:

Starting  
January 1, 2014,  
individuals enrolled  
in the Primary  
Adult Care (PAC)  
Program will  
receive full  
Medicaid health  
insurance benefits.

### *Did You Receive A Healthy Rewards Letter ?*

If you have received information about the Healthy Rewards Program and have not signed up, it's not too late! Sign up today! If you complete your Healthy Rewards goals by December 31, 2013, you will be able to achieve the Gold Level. **Act Now!**

If you have not received information about the Healthy Rewards Program, you may still be eligible for future rewards programs. Please call our Customer Service Department at 1-888-JAI-1999 if you have any questions. Remember, "*We Care About Your Health.*"

*Live Life Well*



## *Family and Friends Without Health Insurance?*

### *Tell Them About the Primary Adult Care (PAC) Program*

Beginning January 1, 2014, all Primary Adult Care (PAC) Program members will receive full Medicaid health insurance benefits. Benefits include primary care, inpatient hospital care, specialty care, and prescription coverage.

If you know anyone who does not have health insurance, encourage them to sign up for the PAC Program today!

Signing up is easy! You can apply in person, over the phone, or online. Please call the Jai Medical Systems Customer Service Department at **1-888- JAI-1999** if you or

someone you know is interested in applying for the PAC program and a Customer Service Representative will mail an application to your home the very same day.

Applications are also available online at

**<http://www.mmcp.dhmh.maryland.gov/mpac>**.

Remember, in order to automatically receive full Medicaid health insurance benefits on January 1, 2014, you need to be enrolled in the PAC Program.

**Act Now!**

## *Member Satisfaction Surveys*

Enclosed with this newsletter is an internal survey for Jai Medical Systems that gives you the opportunity to rate our services. We use your answers to improve the member experience. Please complete the enclosed survey and return it in the envelope provided. If you have any questions regarding this survey or need help filling it out, please contact our Customer Service Department at 1-888-JAI-1999.

### *November: American Diabetes Month*

Did you know, nearly 26 million children and adults in the United States have diabetes? Did you know that there are many possible complications from poorly controlled diabetes?

If you have diabetes, it is very important that that you work with your Primary Care Provider (PCP) to control your diabetes.

Diabetes is the leading cause of new cases of blindness in adults ages 20 to 74. Therefore, it is extremely important that everyone who is diagnosed with diabetes receives a Dilated Eye Exam every year!

Jai Medical Systems offers **Diabetes Health Education Classes** taught by a licensed Health Educator. The class is an opportunity to learn different ways to control your diabetes and share your experiences with other people.

For more information about upcoming Diabetes Health Education classes and other special events about diabetes awareness, call our Customer Service Department at 1-888- JAI-1999.

*Source: American Diabetes Association*

## *Flu Season*

The Centers for Disease Control and Prevention (CDC) recommends a yearly seasonal flu vaccine for everyone 6 months of age and older as the first and most important step in protecting against the seasonal flu. While there are many different flu viruses, the seasonal flu vaccine is designed to protect against the main flu strains that research indicates will cause the most illness during the flu season. Getting the seasonal flu vaccine as soon as it becomes available each year is always a good idea, and the protection you get from vaccination will last throughout the flu season.

In addition, you can take everyday preventive steps like staying away from sick people and washing your hands to reduce the

spread of germs. If you are sick with flu, stay home from work or school to prevent spreading the flu to others.

During the 2013-2014 season, a three-component flu vaccine (which protects against three strains) and a four-component flu vaccine (which protects against four strains) will be available, according to the CDC. The seasonal flu vaccine should be available at your primary care provider's office. Please make sure you visit your primary care provider early to get your flu shot.

If you need help finding a primary care provider, please contact our Customer Service Department at 1-888-JAI-1999.

*Source: Centers for Disease Control and Prevention*

*Jai Medical Systems Managed Care Organization, Inc. is a Medicaid health insurance company regulated by the Maryland Department of Health and Mental Hygiene and the Maryland Insurance Administration.*

*Jai Medical Systems does not employ the providers participating in our network.*

*Participating providers are independent and not controlled, owned, operated, or directed by Jai Medical Systems. Participating providers in the Jai Medical Systems network are not the actual or apparent agents of Jai Medical Systems.*