

# JAI MEDICAL SYSTEMS



## Spring HealthBeat



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

The Maryland Department of Health and Mental Hygiene has informed us that more than 3,000 Jai Medical Systems members will lose their health insurance benefits on March 31, 2015. In order to ensure that our members do not lose their benefits, we have sent a special mailer to all who are affected.

If you receive a letter or a phone call about your health insurance benefits, please do not ignore it. Let us help you. Please contact our Customer Service Department today at 1-888-JAI-1999, so that we may connect you with a Navigator to help you renew your benefits.

Regards,

Joan Mercer-Dunning  
Director of Customer Service

**Health Education Class Schedule**

March 28  
Weight Management | 10 am - 11:15 am  
Diabetes | 11:30 am - 12:30 pm

April 4  
Weight Management | 10 am - 11:15 am  
Asthma | 11:30 am - 12:30 pm

April 11  
Weight Management | 10am - 11:15am  
Smoking Cessation | 11:30am - 12:30pm

April 18  
Weight Management | 10am - 11:15am  
Hypertension | 11:30am - 12:30pm

Contact the Customer Service Department today at 1-888-JAI-1999 to learn more about our **FREE** health education classes.

### *Healthy Rewards Program*

Once again this year, all Jai Medical Systems members are automatically eligible and enrolled in our Healthy Rewards Program. To receive your reward this year, you need to 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.

**Act Now!** Please do not wait to see your PCP. Healthy Rewards quantities are limited, so schedule your PCP visit today before gift cards run out!\*

If you have already received your annual physical in 2015, check your mail! Soon, you should receive a request to confirm your address so we can send you your reward!

**Please Note:** when completing your Healthy Rewards Redemption Certificate, make sure you clearly identify which address you would like your reward mailed to and sign the bottom of the certificate. If we do not receive your entire certificate back with those areas completed, your gift card may be delayed or you may need to provide additional confirmation before it is mailed to you.

*\* Jai Medical Systems Managed Care Organization, Inc. reserves the right to eliminate or reduce incentives and/or modify or cancel the Healthy Rewards Program at any time without notice. Gift cards are not convertible to cash. Limitations and exclusions apply. Offer valid while supplies last. Eligibility to receive gift card is contingent on Jai Medical Systems Managed Care Organization, Inc.'s receipt of confirmation from your PCP that you had your annual visit in 2015.*

## Keeping your Child Healthy

Children need health care services such as immunizations, hearing tests, eye exams, and lead testing, in addition to general well child check-ups. Your child's primary care provider will provide these tests and others to help keep your child healthy.

For assistance with scheduling a primary care appointment for your child or for assistance with transportation to your child's primary care appointments, please feel free to call our Customer Service Department today at 1-888-JAI-1999. Our Customer Service Representatives are available Monday through Friday, 9 am to 6 pm.

## Navigator Services Available: Schedule an Appointment today!

Don't lose your health insurance benefits! Renew today through the Maryland Health Connection. Need assistance? Navigator services are available Monday through Friday at the following participating medical centers:



### Monday, Wednesday, and Friday, 9 am to 5 pm

Jai Medical Center  
1235 East Monument Street  
Baltimore, MD 21202  
(410) 327-5100

### Tuesday and Thursday, 9 am to 5 pm

Jai Medical Center  
4340 Park Heights Avenue  
Baltimore, MD 21215  
(410) 542-8130

## Visit our Member Portal

As a member of Jai Medical Systems, you are able to sign up for our Member Portal to gain access to exclusive content only available for our members!

All the information that is listed to the right is also available in print and by telephone if you would prefer. For more information, please call our Customer Service Department at 1-888-JAI-1999. Our Customer Service Representatives are available Monday through Friday, 9 am to 6 pm.

To visit our member portal, visit our website today at [www.jaimedicalsystems.com](http://www.jaimedicalsystems.com).

Look on our website for additional information about our:	Member Portal	General Website
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		★
Web-Based Physician Directory	★	★
Web-Based Hospital Directory	★	★

## CAHPS Survey



You may have received a national survey in the mail called the "Consumer Assessment of Healthcare Providers and Systems" (CAHPS®).

This survey is designed to find out what you think about your health plan. It is your opportunity to tell us how you feel about the benefits and services that you and your family are receiving from Jai Medical Systems. If you receive a survey in the mail, please take a few moments to complete it.

**If you are not able to score us highly in every category, please call our Customer Service Department at 1-888-JAI-1999 and let us know what we can do to improve our service immediately.**

### Newsletter Attachments

Member Rights & Responsibilities

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Fraud & Abuse Notice

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Notice of Privacy Practices

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Wellness Care for Children

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Preventive Care Guidelines for Adults

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MD Quitline Flyer