

JAI MEDICAL SYSTEMS

Summer Newsletter

Summer 2025

Issue 105

Dear Friend,

Thank you for being a member of Jai Medical Systems, the highest rated MCO in Maryland*. We know the upcoming summer months may be busy, but we would like to take this opportunity to remind you of the ways that you can access care quickly, when needed, this summer. *As a member of Jai Medical Systems, you have access to:*

Primary Care Appointments - Our network includes Primary Care Providers (PCPs) who offer walk-ins as well as extended hours. In addition, all PCPs in our network are required to have appointment availability within 30 calendar days. If you need assistance with getting an appointment with your PCP, please call us at 1-888-JAI-1999.

Urgent Care - Urgent care centers such as *PatientFirst* and *ExpressCare*, are open and available to take care of your urgent care needs year-round.

Nurse Advice Line - Our Nurse Advice Line can assist you with health related questions 24 hours a day, 7 days a week. To speak with a Nurse today, please call 1-833-359-0170.

Lastly, to keep your Medicaid coverage active this summer, please be on the lookout for important communications from Jai Medical Systems. When it is your turn to renew your coverage, you can do so in a variety of ways, including:

- **Online:** Maryland Health Connection
- **Phone:** 1-855-642-8572
- **Mail:** If you or a member of your household needs help renewing coverage, Certified Application Counselors (CACs) and Navigators are available. For more information, please call 1-888-524-1999.

*Based on the MCO Consumer Report Card Rating for CY2025

We are here to help!

Monday through Friday 9:00am to 6:00pm

By Phone: 1-888-JAI-1999

By Mail: 301 International Circle Hunt Valley, MD 21030

Web: <https://www.jaimedicalsystems.com>

Inside this Issue

- Greetings | 1
- Summer Wellness Reminders | 1
- Contact Us | 1
- Fraud and Abuse | 2
- Find Us Online | 2
- Consumer Advisory Board | 3
- Member Spotlight | 3
- Are you Pregnant? | 3
- Health Education | 3
- Summer Fun Word Search | 4

Summer Wellness Tips

HYDRATION. Drink plenty of water to stay hydrated. Avoid caffeine and alcohol.

STAY ACTIVE. Be sure to exercise at least 30 minutes each day. If outdoors, try to stay in shaded areas or take breaks often.

PROTECT YOURSELF. Wear sunscreen to protect yourself from UV rays. Also, wear bug spray to protect yourself from bug bites and ticks.

CARE ROUTINE. Take medications as prescribed by your provider such as blood pressure, statins, and other important medications.



Medicaid Fraud and Abuse

IT IS AGAINST THE LAW TO COMMIT FRAUD AND/OR ABUSE!

How Do I Stop Fraud and Abuse? We welcome and encourage you to report anything suspicious related to fraud you may have seen. Reporting suspected fraud or abuse will not affect your services with us. Below are some examples of Medicaid Fraud and Abuse.



Prescription Fraud

- Anyone who forges a doctor's signature on a prescription for medication or uses a doctor's name to call a false prescription in to the pharmacy.
- Anyone who lies about having lost prescription medication.
- Anyone who gets prescription medication when they are not ill.



Medicaid Card Fraud

- Someone who used or is currently using a medical ID card that does not belong to them.
- Allowing a family member to use your medical ID card.
- Repeatedly visiting the emergency room for care that can be received from a primary care physician (PCP).



Physician Fraud

- Any doctor who bills for a visit that did not happen.

Individuals suspected of committing fraud and/or abuse by Jai Medical Systems will be reported to the Maryland Department of Health – Office of the Inspector General (MDH-OIG) for further investigation.

To Report Fraud and Abuse, please call our Fraud and Abuse Compliance Officer at 1-888-JAI-1999, or write us at Jai Medical Systems, Attn: Fraud and Abuse, 301 International Circle, Hunt Valley, MD 21030.

Member Resources Online

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**. 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.

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	★	★
Case and Disease Management Programs		★
Complex Care Program		★
Utilization Management Decision Process		★
Benefits and Services (Including Recent Updates)		★
Pharmacy Benefits and how to use them		★
Co-Payment Information		★
Explanation of Benefits	★	
Temporary Membership Card	★	
Healthy Living Tools		★
Web-Based Physician and Hospital Directories	★	★
Preventive Care Guidelines and Wellness Schedule for Children		★



We are looking for a few, good members!

Jai Medical Systems wants YOU to join our Consumer Advisory Board (CAB). Our CAB is an important group of Jai Medical Systems members who join us for in-person meetings throughout the year to provide us with feedback on the delivery of the benefits and services all members receive. CAB members play a vital role in ensuring that all Jai Medical Systems members have a positive experience.

If you would like to learn more about the CAB, or if you would like to apply to be a member of the CAB, please contact us today at 1-888-JAI-1999.

Health Education

Jai Medical Systems offers in-person and virtual health education classes on various health topics every **Wednesday at 11am**.

Please see below for our upcoming class schedule:

- **July 2:** Asthma Management
- **July 9:** Diabetes Management, Series 1
- **July 16:** Diabetes Management, Series 2
- **July 23:** Diabetes Management, Series 3
- **July 30:** Diabetes Management, Series 4

Interested in attending classes in-person? Contact us today at **1-888-JAI-1999** or register by scanning the QR code below. Walk-in participants are also welcome!

Unable to attend in-person?

Join virtually by registering via the QR code



Member Spotlight

"I have been a loyal member of Jai Medical Systems for over 15 years, and I can honestly say it has been a breathtaking experience. I come from a place where kindness often comes with suspicion, where you wonder if someone is being nice just to get something from you. But here, I never felt that. The staff at Jai Medical Systems are genuinely kind, caring, and always ready to help. Their sincerity and dedication make all the difference, and I am grateful to be part of such a wonderful community."

– J. R., Member

If you would like to share your own Member Testimonial and be considered for our "Member Spotlight" feature, please reach out to us today at 1-888-524-1999.



Pregnant? Or think you *may be* pregnant?

Jai Medical Systems offers comprehensive support services for our pregnant members to include case management, transportation to prenatal visits, our Healthy Moms VIP Rewards Program, and more.

In addition, our pregnant members have no co-payment for prescription drugs.

If you are pregnant, or think that you may be, please reach out to us today at **1-888-524-1999**, so that we can link you with a Case Manager and other important support services during this time.

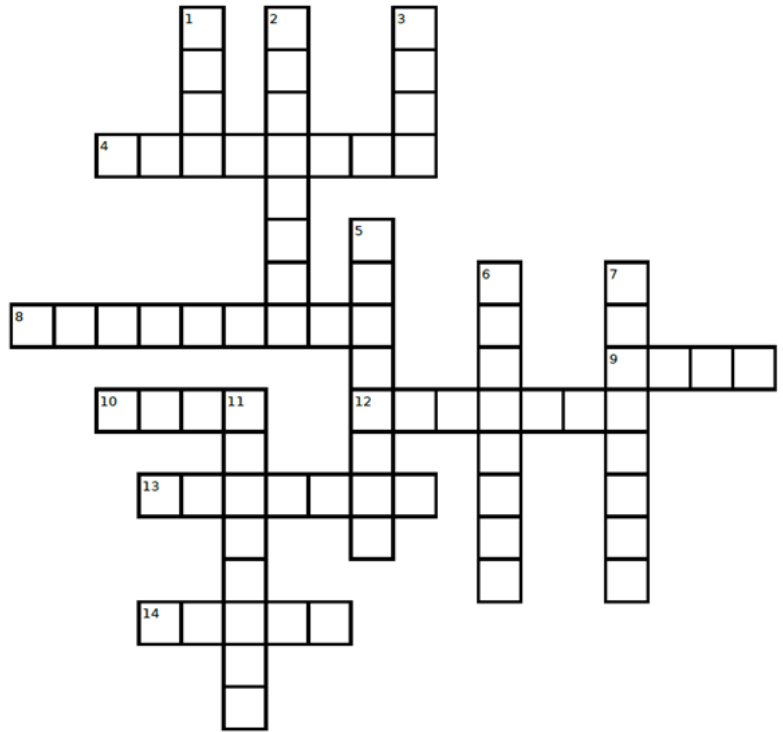
Jai Medical Systems Summer Crossword Fun

Down:

1. Apply on sunburn
2. Run, Walk, Play!
3. Water sports activity
5. Rain or _____
6. For a rainy or sunny day
7. Fourth of July
11. Take me out to the ballgame

Across:

4. Sprinkles, please! (Two words)
8. Apply on skin for UV protection
9. It is important to _____ daily
10. Maryland _____ Cake
12. Water
13. Bait and rod
14. Ocean City



301 International Circle
Hunt Valley, MD 21030

Household

Household Address One

Household Address Two

City, State, Zip