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JAI MEDICAL SYSTEMS

HealthBeat

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ALERT: DO NOT LOSE YOUR HEALTH INSURANCE BENEFITS

Dear Member,

I have some very important information to share with you. With the public health emergency set to end in May, Maryland will soon begin requiring Medicaid recipients to renew for their health insurance benefits.

Over the next 12 months, Jai Medical Systems will be reaching out to members who need to go through the renewal process to keep their health insurance benefits. We will be reaching out to you in variety of ways — including by phone, text message, email, and/or mail, so please ensure that you have the most up-to-date contact information on file with Jai Medical Systems. If you need to update your contact information, you may do so by calling our Customer Service Department at 1-888-524-1999 or you may do so online at www.jaimedicalsystems.com.

How do I renew my health insurance benefits?

Please renew your benefits before your eligibility end date. To renew your benefits, please visit the Maryland Health Connection website at www.marylandhealthconnection.gov.

You may also renew by meeting with a Certified Application Counselor at one of these independent participating medical centers, Monday through Friday, 9am to 6pm:

Jai Medical Center
5010 York Road
Baltimore, MD 21212
Phone: 410-433-2200

Jai Medical Center
4340 Park Heights Ave.
Baltimore, MD 21215
Phone: 410-542-8130

Jai Medical Center
1235 East Monument St.
Baltimore, MD 21202
Phone: 410-327-5100

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

Have a question? We are here to help.
Call us today at 1.888.JAI.1999.
Monday through Friday 9am to 6pm

Write Us Today: 301 International Circle, Hunt Valley, MD 21030
Visit us 24/7 Online: Jaimedicalsystems.com

OPIOID CHANGE ALERT

In order to reduce the health risks of taking opioids (medications like Oxycodone and Tramadol), Jai Medical Systems is adding some rules that may impact a member's ability to fill an opioid prescription. These new rules include:

- Requiring that a member try at least two other options to reduce their pain prior to allowing a 30 day supply of a short acting (immediate release) opioid. Other pain relief options may include other pain reducing medications, including pills taken by mouth or topical pain reducing medications (cream, ointment, or patch) and physical therapy.
- Not allowing opioid prescriptions to be filled by a pharmacy if it would cause a reaction with other medications a member is currently taking.
- Not allowing more than 3 pharmacies to fill opioid prescriptions each year for a member.
- Not allowing a member to fill for opioid prescriptions written by more than 3 doctors each year.

If you have any questions regarding these changes, please feel free to contact our Customer Service Department at 1-888-JAI-1999.

HEALTHY REWARDS PROGRAM 2023!

We are excited to announce the return of the Healthy Rewards Program for 2023.

Earning your Healthy Rewards is as easy as 1, 2, 3!

1) VISIT YOUR PCP

Call 1-888-524-1999 to schedule your PCP appointment today!

2) REDEEM YOUR REWARD

After your visit, please go online to www.jaimedicalsystems.com/member/healthy-rewards/ and fill out the Healthy Rewards form or call 1-888-524-1999 for assistance completing the online form.

3) CONGRATULATIONS!

You earned your Healthy Rewards! Your \$25 gift card will be mailed to the address indicated on your online form.

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 Managed Care Organization, Inc.'s receipt of confirmation from your PCP that you had your annual visit in 2023.

Updates and Reminders

24/7 Nurse Advice Line

As a member of Jai Medical Systems, you have access to our 24 Hour Nurse Advice Line.

The Nurse Advice Line can assist you with health related questions. To speak with a Nurse today, please call 1-833-359-0170.

Health Alerts

You may receive health alerts by mail, email, or text message from Jai Medical Systems.

CARE DURING PREGNANCY



If you believe that you may be pregnant, it is important to schedule an appointment with your Primary Care Provider or your Women's Health Provider (OB/GYN). Your doctor will be able to conduct a test to confirm your pregnancy and help you get started with your prenatal care needs.

What is Prenatal Care?

Prenatal care is the healthcare that you receive through doctor visits when you are pregnant. Prenatal care is important for the health of you and your baby. In fact, receiving care within the first 3 months of pregnancy has been shown to reduce the risk of complications for you and your baby.

Support during your Pregnancy

We understand that pregnancy and the postpartum period can be difficult. Jai Medical Systems is here to help. We offer our pregnant moms resources during the pregnancy and postpartum period. These resources include personalized case management services, transportation to your OB/GYN appointments as needed, and membership in our Healthy Moms Program where you earn incentives for achieving care milestones.

For more information about our programs for pregnant moms, or for assistance with accessing prenatal care, please call us today at 1-888-JAI-1999. Find out about our new benefits to support you through your pregnancy, please visit our website at www.jaimedicalsystems.com.

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

<u>Look on our website for additional information about our:</u>	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 <i>(Including Recent Updates)</i>		★
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		★

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.

Service:	For Who:	How Often:
Routine Check-Up	Everyone age 19 and older	Every year
Blood Pressure Test Source: 3	Everyone age 19 and older	During your annual check-up
Pap Smear Test Source: 3	Women age 21 and older	Every 3 years *evaluate risk every year with your PCP
Cholesterol Blood Test Source: 3	Everyone age 35 and older	Evaluate risk every year with your PCP
Breast Cancer Screen Source: 3	Women age 50 and older	Mammogram every 2 years *evaluate risk every year with your PCP
Colon Cancer Screen Source: 3	Everyone age 45 or older	Evaluate risk every year with your PCP
Prostate Cancer Screen Source: 2	Men age 40 and older	Evaluate risk every year with your PCP
Lung Cancer Screen Source: 3	Adults age 55 and older with a history of smoking	Yearly *evaluate risk every year with your PCP
Adult Immunizations:		
Flu	Adults 18 and older	Yearly
Tdap	Adults 18 and older	Once (if didn't receive at age 11-12), during every pregnancy
Tetanus	Adults 18 and older	Every 10 years, more frequently depending on risk
Shingles	Adults 60 and older	Two Shot Series
Pneumococcal (PPSV23)	Anyone Ages 2- 64	Evaluate risk with your PCP
HPV	Women Ages 11-26 Men Ages 11-21	Three Shot Series
Eye Exam for Diabetics (Dilated Fundoscopic)	Everyone with Diabetes	Every 2 years or more frequently depending on risk
Foot Exam for Diabetics Source: 1	Everyone with Diabetes	Every year
STD Screening Source: 5	Everyone who is sexually active	Evaluate risk every year with your PCP
HIV Blood Test Source: 3,5	Adults 18 and older	Once or more frequently depending on risk
Hepatitis C Source: 3	Adults 18 and older	Once for adults born between 1945 and 1965. For others, more frequently depending on risk
Substance Use Screen Source: 3	Adults 18 and older	Yearly or more frequently depending on risk
Depression Screening Source: 3	Adults 18 and older	Yearly or more frequently depending on risk