

scanclub

A NEWSLETTER FOR SCAN MEMBERS



Welcome to SCAN HEALTH PLAN ARIZONA

Now that you are a member of SCAN® Health Plan Arizona (SCAN), we want to welcome you and explain how you can best access your health care services.

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How to Access Your Benefits

First, all routine care, exams, procedures and tests need to be done or coordinated through your primary care physician (PCP), including prescriptions. It's important to keep your PCP aware of all of your health care needs. Please coordinate with him/her when seeing a new specialist as well.

Reasons for Calling Member Services

Member Services is available to help you in many different ways. Below are a few examples:

- If you have misplaced your SCAN ID Card and need a new one, or if you never received one
- If you are having trouble seeing your PCP or your specialist(s), or if you are not receiving the services you need
- If you have questions about your prescriptions
- If you would like to change your PCP

Our Member Services Department is waiting to help you 7 days a week, 8 A.M.–8 P.M. at 1-888-540-7226. TTY Users can call 1-800-367-8939 7 days a week, 8 A.M.–8 P.M.

Lock-In Reminder

Secondly, we want to remind you of the Medicare lock in feature. This means your last date to make a health plan change was March 31st.

After March 31 you are "locked in" to your chosen coverage for the remainder of 2009 (although exceptions may apply). Now that you are with SCAN, relax. You've made an excellent decision!

Getting Care While You Travel

Lastly, if you're planning a trip, there are things you should know "just in case" you need medical care while away from home, whether you're going out of the country or just a few counties away.

If you're out of Maricopa County and have an emergency, we don't expect you to travel back to your PCP's office. At that point, you need to get care immediately.

In a medical emergency, call 9-1-1 or go to the nearest emergency room (ER). Your copayment for an ER visit is \$50. If you are admitted to the hospital from the ER, this copayment will not apply. Please keep in mind that some situations are more complex and other copayments or charges may apply. We ask that you call your doctor's office as soon as possible after the emergency because they need to be involved in your follow-up care.

What if something comes up that is not an emergency, but you don't think it can wait until you get home? It's considered an urgent situation when you have an "unforeseen illness, injury, or condition" and it's just not reasonable to wait until you're back in the SCAN service area to see a doctor. If you have the time, it's always a good idea to call your doctor's office first to verify that your symptoms do warrant an immediate trip to a medical facility. If not, go ahead and get the medical care you need. We do ask that you call your doctor's office within 48 hours so he or she can help manage your care.

Our goals are simple: to keep you healthy and independent. We invite you to find out more about your SCAN benefits and make the best use of your coverage so that, together, we can achieve these goals.

For more health and benefit information, go to our Web site at www.scanhealthplan.com.

Thank you for choosing SCAN

As president of SCAN® Health Plan Arizona (SCAN), I welcome you as one of the first members to enroll in our Medicare Advantage Prescription Drug Plan.

While new to Arizona, SCAN has been focused on senior health and independence for more than 30 years in Southern California. With more than 110,000 members, SCAN is a national leader in geriatric care.

I am frequently asked what differentiates SCAN from other Medicare plans. The answer is simply, "customer service." As a not-for-profit organization, our shareholders are our members. We are committed to providing outstanding services to our shareholders. This is best exemplified by our Member Services Department which answers calls immediately and resolves issues expeditiously and professionally.

Our members always come first.

Thank you for selecting SCAN Health Plan Arizona.



Tom Lescault

“Exercise—It Can Be For Everyone”

Marc Lato, M.D., Medical Director

Exercise is not only for the young, to get in shape or to stay in shape. It’s an activity that can be performed regardless of age. “The key” says Jennifer Rasmussen, MPH, CHES, SCAN’s Health Education Specialist, “is to focus on overall physical activity rather than getting a “workout”. People who blend physical activities with other daily activities are more likely to continue being active than those who go to a gym or regimented exercise class.”

Let me make the case for exercise. Regular physical activity reduces age related loss of muscle. Resistance training increases muscle mass and improves functionality. Chronic disease syndromes respond favorably to exercise. Finally, any improvement in stamina or strength has a substantial effect on how well your body functions.

To get all the benefits, you need to incorporate four types of exercise into a program.

Endurance—Be sure to get at least 30 minutes of activity that makes you breathe hard on most or all days of the week. You don’t have to be active for 30 minutes all at once; 10 minutes at a time is fine. If you can talk without any trouble, you are not working hard enough. If you can’t talk at all, you are working too hard.

Strength—These exercises build muscles. Try doing arm exercises with hand weights.

Balance—these help your balance. Try standing on one foot or walking heel to toe.

Flexibility—Stretching keeps you flexible. Make sure your muscles are warmed up first to avoid injury.

For most older adults, brisk walking, riding a bike, swimming, weight lifting and gardening are safe, especially if you build up slowly. Here are tips to make sure you are exercising safely:

- Start slowly
- Don’t hold your breath during exercises
- Use safety equipment such as a helmet for biking or appropriate shoes for walking or jogging
- Unless your doctor has asked you to limit fluids, be sure you drink plenty during physical activities
- Always bend forward from the hips, not the waist. If you keep your back straight, you are probably bending the right way
- Warm up your muscles by walking

Before starting an exercise program, check with your doctor if you have:

- Any new symptoms you haven’t discussed with your doctor
- Dizziness or shortness of breath
- Chest pain, pressure or the feeling your heart is skipping, racing or fluttering
- Blood clots
- Infection or fever with muscle aches
- Unplanned weight loss
- Foot or ankle sores that won’t heal
- Joint swelling
- A bleeding or detached retina, eye surgery or laser treatment
- Hernia
- Recent hip surgery

Finally, consider this. For every hour you spend being physically active during the week you reduce your risk of becoming disabled by 7% (according to the American Geriatric Society). It will help you:

- Increase your energy almost immediately
- Lower high blood pressure and cholesterol levels
- Maintain healthy weight
- Increase heart and lung capacity
- Ease joint pain
- Fight diabetes, heart disease and cancer
- Improve muscle strength
- Increase bone density
- Protect against memory loss
- Reduce depression

References

1. The SCAN Health Check 2008
2. “Exercise and Physical Activity: Getting Fit for Life”, an article from the National Institute of Aging, US Department of Health and Human Services, National Institute of Health, October 2006



Providing assistance and information for our valued members.

NEED ASSISTANCE? SCAN is Here to Help.



Member Services: Call Member Services for answers to questions about your coverage, services and more. 7 days a week, 8 A.M.–8 P.M. at **1-888-540-7226**.



SCAN OnCall® Nurse Line: You can speak with a registered nurse 24 hours, 7 days per week. They can:

- Help assess your problem and guide you
- Help educate you
- Give you basic health information

The number to call is **1-877-582-7226**. They also have interpreters on call if you need one.



TTY Users: 7 days a week, 8 A.M.–8 P.M. at **1-800-367-8939**.



Web Site: SCAN's web site is www.scanhealthplan.com. It has a lot of good information to help you.



Interpreter Services: SCAN® is here to help you if you speak a language other than English. Our interpreter service is at no cost to you. Language Line Services has phone interpreters in over 170 languages.

If you need this service, call Member Services 7 days a week, 8 A.M.–8 P.M. at **1-888-540-7226**.

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SCAN Gives Back to the Community

SCAN Health Plan Arizona (SCAN) is working hard to expand the original mission of our organization. Over 30 years ago SCAN was founded as a non-profit health plan by 12 seniors who knew there had to be a better way to provide for the needs of seniors. That focus continues to be a driving force today in the activities SCAN undertakes in Arizona. From Senior Sensitivity training to sponsoring community events like the Parkinson's Walk, SCAN is giving back to Arizona.

Every new employee attends Senior Sensitivity Training. The innovative course is experiential and focused on providing participants with opportunities to feel, see and hear what common physical and cognitive changes that occur with aging actually feel like. In other words, to "walk a day" in the shoes of an elderly member. The course has become so popular that SCAN contracted providers are sending their employees to the experience.

In addition to onsite classes and community resources, SCAN opens the doors of its Senior Connections Resource Center to various groups, including the Area Agency on Aging and the Attorney General's Office. SCAN also offers educational seminars on Medicare free of charge. The "Medicare 101" course is not designed to sell; rather, it is to educate the public on how Medicare actually works.

Lastly, we are proud of the SCAN Foundation, an independent charitable organization focused on finding innovative solutions to the health care needs of seniors. It is one of the nation's largest foundations dedicated to the needs of the elderly and was created through a \$205 million contribution from SCAN Health Plan.

As a member, you are the reason we are here. Thank you for choosing SCAN.

Si usted no entiende este aviso o tiene dificultad para leerlo porque las letras son muy pequeñas o las palabras son muy difíciles de leer, por favor llame a nuestra oficina al 1-866-406-0994 o al 1-602-778-3340 o al 1-800-367-8939 para Usuarios de TTY, y alguien le asistirá. Esta carta pudiese no estar disponible en otro idioma o formato. Por faor llame a nuestra oficina para recibir asistencia al 1-866-406-0994 ó al 1-602-778-3340 ó al 1-800-367-8939 para Usuarios de TTY.



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