

WELCOME TO SCAN HEALTH PLAN

# A QUICK START GUIDE TO YOUR NEW HEALTH PLAN

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Here's your SCAN  
member ID card!  
And inside are a few  
things to do right  
now so you'll be  
all set when your  
membership starts.



## BEFORE YOUR MEMBERSHIP STARTS



- 1. Tell us if you have ongoing care needs**, such as a scheduled procedure, are under ongoing care, or use medical equipment ordered by your current doctor. Your SCAN representative may have completed a form with this information when you enrolled. If this care started after you enrolled, please call Member Services as soon as possible so we can help.
- 2. Renew your prescriptions** for the medications you take every day. Then pick up your refills before your current coverage runs out. This way you'll have enough medications to last until you connect with your SCAN doctor and plan benefits.
- 3. Get familiar with [scanhealthplan.com](https://scanhealthplan.com)** and while you're there, explore and bookmark key pages.

*Important plan information: Your detailed Evidence of Coverage, Formulary and Provider & Pharmacy Directory can be found at [scanhealthplan.com](https://scanhealthplan.com). If you'd like a copy to be mailed to you, fill out the online form or call Member Services.*

# ONCE YOUR MEMBERSHIP BEGINS

## 1. Schedule a visit with your primary care doctor.

Here's why you may need an appointment sooner rather than later:

- You see any specialists—your primary care doctor may need to get new authorizations.
- You take medications marked “PA” on our Formulary. These need to be approved before SCAN will cover them.
- You have a chronic condition or are under ongoing care.

## 2. Get your medications at a SCAN pharmacy.

SCAN works with most of the large chains and many smaller pharmacies. To get home delivery, you'll use Express Scripts® Pharmacy.

- Find a SCAN pharmacy at:  
**[scanhealthplan.com/findapharmacy](https://scanhealthplan.com/findapharmacy)**
- To get started with home delivery, call Express Scripts at:  
**1-877-842-9792 (TTY: 711)**

## 3. Start using all your SCAN “extras.” Many SCAN members enjoy such no-cost extras as:

- Gym membership
- HEALTH*tech* technology support hotline
- Telehealth for urgent care
- Learning Communities
- Caregiver Support
- Transportation

Learn more at: **[scanhealthplan.com/extras](https://scanhealthplan.com/extras)**

## FOR MORE INFORMATION



### **For questions about your health: Contact your doctor**

Whether you're feeling ill, need a prescription refill or have questions about a referral, your doctor's office is the place to start. If your medical group has a patient portal, take a few minutes to sign up—it's an easy way to get answers and information.

### **For questions about your benefits: Contact SCAN**

- **Call us:** you'll find the Member Services phone number on the back of your ID card
- **Reach us:**
  - From April 1–Sept. 30:** Monday–Friday, 8 a.m.–8 p.m.
  - From Oct. 1–March 31:** Seven days a week, 8 a.m.–8 p.m.*Tip: Member Services is typically less busy later in the week and in the evenings.*

### **We'll be in touch**

You can expect to hear from us throughout the year with news and information to help you stay healthy and independent. So update your SCAN online account—or call Member Services—any time you change your address, phone number or email.

## Thank you for choosing SCAN.

We're here to help you make the most of the care and coverage our plan provides—starting right now!

Please take a moment to look through this guide. We've outlined the things for you to know, do or be on the lookout for now—and after your membership begins.

### But first:

Sign up for a SCAN online member account



This is where to find your personalized plan details. Visit **[scanhealthplan.com/register](https://scanhealthplan.com/register)** or scan this code with your smartphone camera to get started.

And once you're in, set your communication preferences. Choose which materials you'd like to get by email and which by mail. (If you do nothing, we'll send everything by mail.)

# Please check your new member ID card and make sure the information is correct.

PLAN: SCAN Classic (HMO)  
2016H5425006

Issuer: 80840

ID: 01234567890  
NAME: Joe Sample

DR: John Doe, MD PH: 555-555-5555

MEDICAL GROUP: ABC GROUP

PCP	SPECIALIST	EMERGENCY
\$X.XX	\$X.XX	\$X.XX

RxBin: 003858 RxPCN: MD MedicareRx  
RxGrp: AN9A CMS HXXXX

The image shows a sample SCAN Health Plan member ID card. Four callouts (1-4) point to specific information: 1. ID number and name; 2. Doctor's name and phone number; 3. Medical group; 4. Copayment amounts for PCP, Specialist, and Emergency services.

1. Your SCAN ID number and your name
2. Your doctor's name and phone number
3. The medical group your doctor works with
4. Your copayment amounts

**Once your membership takes effect, show your SCAN ID card at your doctor's office, pharmacy and anywhere you receive care or service.**