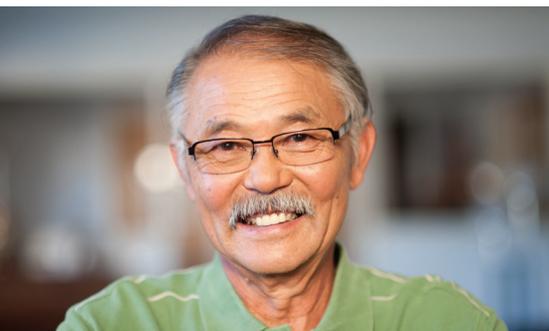




A Quick Start Guide to Your New Health Plan



You Are Here



Verification
Letter



Approval
Letter



ID Card &
Quick Start Guide



SCAN Membership
Begins



Welcome Call/
TeleTalk



SCAN Club
Newsletter

Get your plan membership
off to a **Quick Start** online!

www.scanhealthplan.com/quickstart



- **WATCH** helpful videos
- **LOOK UP** your medications on our list of covered drugs (our Formulary)
- **READ** your plan benefit materials
- **FIND** doctors near you

Register for an online member account and have instant access to the above information and more, including benefit updates and health reminders.

You might also receive:

- **A call to arrange for health services** (if you filled out the “coordination of services” form when you enrolled)
- **A health questionnaire** to help us serve you better
- **An offer to help with costs** (if you qualify for Low-Income Subsidy, also known as “Extra Help”)

Questions along the way?

Find answers online, send us an email or give us a call. Our Member Services team is already at your service. **See page 12 for details.**

We're Glad You're WITH SCAN

THANK YOU for choosing SCAN Health Plan®. 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 in the time before or soon after your membership begins.

Inside: The 3 C's of Care

Connect to Care	4
» Prescription Tips	6
Check Your Benefits	8
» Benefits Beyond Medicare	10
Call With Questions	12



Your New Member Checklist

Use this checklist to be sure you're ready to go as soon as your SCAN membership takes effect.

- Place your SCAN ID card in your wallet;** you'll use this instead of your Medicare card whenever you need care or fill a prescription.
- Go to www.scanhealthplan.com/quickstart** to find the information available to you online. Set up a member account for instant access to your personalized info.
- Look up your medications** in the SCAN Formulary to find out which tiers they're on. That way you'll know what your cost will be (*see page 6*).
- Decide how soon to see your primary care doctor** (*see page 4*). Here are three reasons you'll want to make an appointment sooner rather than later:
 1. You see one or more specialists.
 2. Your medications have special instructions (*see page 6*).
 3. You have a chronic condition (like diabetes) or are under ongoing care.
- Questions?** SCAN Member Services is at your service even before your membership begins. *See page 12 for how to contact us.*

Connect to Care

You chose SCAN for your healthcare coverage, so let's get you connected right away!



Primary care doctor

This is the doctor listed on your SCAN ID card. He or she will oversee all your care. Preventive care, check-ups, even specialty care all start here.



Primary care team

This team is led by your primary care doctor and includes his/her staff, including nurses, medical assistants and front office.

When you joined, you were asked to choose a **primary care doctor**. Did you choose a new doctor?

YES, I picked a new doctor.

Schedule a get-to-know-you appointment soon so you can meet the doctor as well as his/her office team. It can be a full physical or a shorter exam where you share your main concern. That way, when you need care, your team is ready to help.

NO, I was able to keep my doctor.

That's great! Just be sure to see your doctor *every* year for your annual exam. Do it early in the year so you have time for any screenings and preventive tests you may be due for.

3 things to ask your primary care team:

- 1. What's the best number to call when I have health questions?** It may be a different number than the one on your SCAN ID card. Be sure to write it down.

- 2. Where do I go if I need urgent care?** Some doctors' offices offer extended hours for urgent care, or work with a preferred urgent care location.

- 3. Do you have a patient portal?** Your doctor's online patient portal may offer lab results, appointment scheduling and other online convenience. This is different from a SCAN online member account.

Connect to Care: Prescription Tips



Many people take medications every day for a chronic condition, like diabetes, high blood pressure and high cholesterol.

If you do, look up the name of your medication(s) on our list of covered drugs, also called our **Formulary**. This is where you'll find:

- **Which “tier” your medication is on.** The amount you pay for a medication depends on which tier it's on.
- **Any alternative medications.** This is helpful if your medication is on a higher tier (with a higher copay). Look to see if the alternative medications are on lower tiers (Tier 1 or Tier 2) and ask your doctor if one would work for you.
- **Any special instructions for your medication.**



For example, **PA** stands for *Prior Authorization*, which means your doctor will need to get the medication approved first—good to know *before* you need a refill!

If low cost, convenience and great service are at the top of your list, you'll want to make it mail-order!

3 ways to get more from your prescription benefits:

1. **Make it Mail-order.** The lowest prices are usually available through Express Scripts Home Delivery.
2. **Preferred Pharmacies = Lower Copayments.** While you can fill your prescriptions at any of the pharmacies in our network, you'll generally pay less at a Preferred pharmacy.

2019 Preferred Pharmacies	
CVS	Costco
Rite Aid	Ralphs
Walmart	Safeway/Albertsons
Express Scripts Home Delivery	Select independent pharmacies

2019 Standard Pharmacies	
Walgreens	Medicine Shoppe
Select independent pharmacies	

3. **Just Say 90-Day for Savings.** Ask for 90-day (3-month) refills of your medication.

Check Your Benefits

*The more you know about your benefits,
the more you can take advantage of them!*

When you joined SCAN, you probably learned about the benefits you expect to use most, like



office visit copayments for primary care or specialist visits

OR



copays for your medications

But be sure to check your coverage for things like vision care, hearing aids and other benefits that are above and beyond what Original Medicare provides.

Read about your benefits in these plan materials:

- **Summary of Benefits.** This document is an overview of your benefits.
- **Evidence of Coverage.** This comprehensive document lists your benefits in detail, along with other important plan information.
- **List of Covered Drugs (Formulary).** Our website has the most current information in a searchable format.
- **Provider and Pharmacy Directory.** This list of doctors and pharmacy locations is also continually updated online.

3 ways to learn more about your benefits:

1. **Listen to a Straight TeleTalk.** These are large conference calls featuring SCAN executives who review benefits and answer questions. Watch your mail or email for an invitation.
2. **Call or be called!** You can always call on SCAN Member Services (*see page 12*). But you might also receive a welcome call to introduce you to your plan.
3. **Register for a member account.** Yes, you can find your plan materials on our website, but when you register for a SCAN member account, your specific plan information is at your fingertips.



All your plan materials are available online or by mail upon request.

Check Your Benefits: Benefits Beyond Medicare

Good health goes beyond the doctor's office,
so check out your "more than Medicare" benefits.

SCAN offers you benefits beyond what Original Medicare alone provides.

BE SURE TO CHECK TO SEE WHAT YOUR SPECIFIC SCAN PLAN COVERS.

For more information, contact the companies directly—either call or visit their websites. Many SCAN plans include even more additional benefits than those listed here. Your plan materials have all the details (*see page 10*).

HEARING AIDS

All SCAN plans offer a hearing aid benefit through TruHearing that includes:

- \$0 Initial hearing exam
- High-quality hearing aids
- Hearing aids in a variety of colors and styles
- Access to a network of local professional care providers

Call TruHearing to verify your coverage and schedule a hearing exam:

TruHearing
1-844-255-7148 (TTY 711)
5 a.m.–6 p.m., Monday–Friday
www.truhearing.com

EYEMED VISION CARE

All SCAN plans offer routine vision care and coverage for eyeglasses/contact lenses. Check your plan benefits to find your copay and vision allowance for:

- Routine eye exams
- Frame or contact lens allowance
- Large network of doctors

Call EyeMed to find a vision doctor near you:

EyeMed Vision Care
1-844-226-2850
4:30 a.m.–8 p.m.
Monday–Saturday
8 a.m.–5 p.m., Sunday

SILVERSNEAKERS® FITNESS PROGRAM MEMBERSHIP

Most SCAN plans include free gym membership through SilverSneakers. Here's what it includes:

- Access to thousands of local health clubs
- Use of all basic amenities (*pool, spa, classes*)
- Specialized fitness classes for older adults
- In-home fitness kits

To see if your plan includes SilverSneakers and to find participating health clubs near you, call or visit their website:

SilverSneakers
1-888-423-4632
5 a.m.–5 p.m., Monday–Friday
www.silversneakers.com

TRANSPORTATION

Most SCAN plans offer transportation for doctor appointments or trips to the pharmacy. If your plan includes transportation, there will be a transportation card included with your ID card in this mailing. On the card you'll find:

- Phone number to schedule a ride (*call at least 24 hours in advance; 48 hours for a wheelchair van*)
- Phone number for ride status (*call if your driver is ever late*)

Note: a 75-mile limit applies to each one-way trip. The number of trips varies by SCAN plan.

National MedTrans Network
Schedule a ride: 1-844-714-2218
7 a.m.–6 p.m., Monday–Friday
www.natmedtrans.com

WHAT ABOUT DENTAL COVERAGE?

Some SCAN plans include routine dental coverage. Most SCAN plans, however, offer you the option to purchase dental coverage through Delta Dental. If you didn't sign up for Delta Dental when you joined SCAN, you may still be able to do so.

*You have two months after your SCAN membership begins to enroll in a Delta Dental plan. Call SCAN Member Services for more information or to enroll right over the phone (*see page 12*).*

Call with Questions

1-800-559-3500
(TTY: 711)



Questions about your health?

Contact your primary care team. Whether you're reporting side effects, need a prescription refill or have a question about your referral to a specialist, your doctor's office is the right place to start.

Questions about your benefits?

Contact SCAN Member Services. Our locally based and extensively trained team of Member Service Advocates is here to answer questions and to resolve any issues you may have with your care and coverage. We invite you to call, but you can also email non-urgent questions:

SCAN Member Services

✉ MemberServices@scanhealthplan.com

📞 1-800-559-3500 (TTY: 711)

From Oct. 1 – March 31:

7 days/week

8 a.m. – 8 p.m.

From April 1 – Sept. 30:

Monday – Friday, 8 a.m. – 8 p.m.

(leave a message for a call-back
the next business day)

Note: for your privacy and protection, we do not respond to Member Service issues on social media. Please contact Member Services directly.



MORE TO COME!

You'll hear more from us throughout your membership. We'll be in touch with plan updates, health reminders and surveys that allow you to tell us how we're doing.

Your doctor's office may also send you information and reminders. We do this with your good health in mind, so we hope you will take the time to look over, review or listen to these messages.

SCAN Health Plan is an HMO plan with a Medicare contract. Enrollment in SCAN Health Plan depends on contract renewal. This information is not a complete description of benefits. Call 1-800-559-3500 (TTY Users: 711) for more information. Other providers are available in our network.

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Please check your SCAN Health Plan 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

RxGrp: AN9A

MedicareRx

CMS HXXXX

1

2

3

4

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



Next, review this guide for what to do and expect next with your plan membership.



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