



Mother Nature Knows Best

It doesn't really matter whether you are seven or 70, eating a healthy diet is a smart thing to do. So what is a healthy, well-balanced diet?

Simple Rules to Eat By

There are some basic rules to eat by to make sure you are getting everything your body needs to be healthy. Keep these basic guidelines in mind whenever you go to the market, plan a menu or dine out.

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1. Make variety a staple in your diet. Eating a balance of proteins, carbohydrates, healthy fats, vitamins and minerals, and drinking water every day will help you get all the nutrients you need. One of the easiest ways to get more nutrition from your diet is to “eat the rainbow”—add fruits and vegetables of different colors to your meals throughout the day.

2. Choose whole foods over processed foods. Whole foods have one ingredient—apple, chicken or cucumber, for example. Processed foods have long lists of ingredients.

Opt for real cheese instead of cheese spread. An orange rather than orange juice. A baked potato instead of instant mashed potatoes. You get the idea.

“Keep your diet simple, whole and natural, and try to stay away from foods with ingredients you can’t pronounce,” says Sarah Bellefleur, a nutritionist and SCAN Health Plan’s director of Network Quality.

Some processed foods may be less expensive than some whole foods, but that lower cost comes with lower nutrition. Try frozen fruits and vegetables for more nutritional bang for your buck.

3. Limit empty calories and salt. Sugar, fats and alcohol have little or no nutritional value but many calories, so use them in moderation. Whenever possible, buy natural foods and cook them yourself so that you can control how much sugar, fat or salt is added. Opt for natural sweeteners, like honey or agave, and healthier fats, such as olive or grapeseed oil. Instead of using salt to add flavor to your food, try a splash of lemon juice or adding herbs and spices.

4. Take it one meal at a time. Many of our eating habits have developed over time, and some may have started as far back as childhood. If overhauling a lifetime of eating a certain way seems daunting, start by concentrating on making healthy choices for one meal at a time.

Making one small change every month can add up to a year of healthy habits.

5. Talk with your doctor. If you have a health condition that requires a special diet, or if you are taking medications that are affected by certain foods, be sure to discuss your options with your primary care doctor and/or a nutritionist.



I wanted to use my column in this issue of the newsletter to get across one simple message: SCAN is WITH you.

There is a lot of noise in the news these days about possible changes to the Affordable Care Act (the ACA, often called “ObamaCare”), and I know some of you might wonder if that will impact your healthcare coverage with SCAN.

The honest answer is: We can’t foretell the future. However, we do not expect it will impact Medicare Advantage plans like SCAN. The focus has almost entirely been on individual insurance coverage for those under age 65 who don’t qualify for Medicare.

SCAN has been serving seniors for 40 years now. We’ve weathered changes in the Medicare program, and we’ve worked with every administration since 1977. There may be changes ahead. But we plan to be here WITH you for years to come.

Thank you for being WITH SCAN,



Chris Wing
Chief Executive Officer
SCAN Health Plan

We’re Here to Help

Your feedback is one of the best ways we have to know how well we are meeting your needs. So it’s important for us to hear what we are doing right, as well as where we need to improve. We know we’re not perfect, but we want to do our best for you. So please, call Member Services with questions or if you need help with an issue. It’s why we’re here.

DO I NEED TO TAKE VITAMINS?

The answer depends on your overall health, eating habits and recommendations from your doctor. “If you’re fairly healthy and eat a variety of whole, natural foods,” Sarah says, “you probably don’t need vitamin supplements.”

If you are recovering from illness or aren’t getting enough nutrients, though, you may want to talk with your doctor about how vitamins can help. But remember, vitamins should only add to a healthy diet, not replace it. Eating a doughnut with a multivitamin, for example, “is not a well-balanced breakfast,” advises Sarah.

Before taking a supplement, consider these facts:

- Vitamins and supplements do not have to meet the same standards for safety and quality as foods do. That means you can’t be sure a supplement is safe or even if it does what’s intended. Be especially cautious of vitamins and supplements that claim to be “miracle” cures.
- Taking high doses of a vitamin could make you sick or cause serious side effects. Too much calcium, for example, can increase your risk for kidney stones, and too much Vitamin C can lead to liver problems. If you take supplements, always follow the label instructions, and let your doctor know about any side effects that you experience.
- Many supplements can interact with prescription medications. Some supplements can make your medication more powerful—and more dangerous. An example: High doses of fish oil taken with some blood pressure medications can cause your blood pressure to drop too low and make you feel dizzy or light-headed. Better to get your Omega-3s from natural sources, such as walnuts, salmon and avocados.



MEMBER SERVICES QUESTIONS ANSWERED!



Service Hours Change

I have a question about my benefits. When is the best time to call Member Services?

In case you hadn’t heard, the hours for Member Services have changed. The new hours are Monday through Friday from 8 A.M. to 8 P.M. During those times, you are likely to reach a Member Service Advocate most quickly later in the week and later in the day, when we tend to get fewer calls.

The change in hours is only until next Fall. Then we will go back to seven days a week.

Of course, you can call and leave a message for Member Services any time. If it’s after 8 P.M. or on a weekend or holiday, we’ll return your call on the next business day.

SCAN’s 2017 Ride Service

I need to schedule a ride to my doctor’s appointment. Who can I call?

If you have transportation services as part of your SCAN benefits, you can schedule rides for your medical appointments or trips to the pharmacy. Just call SCAN Transportation at **1-844-714-2218**. SCAN has contracted with a new transportation provider. If transportation is part of your benefits, you should have received a new transportation card when you received your 2017 SCAN ID card in the mail. Please make sure to discard your old card and use the new card which was sent to you. If you have misplaced your new card, call Member Services and we will send you a new one.

Where to Go When You Need Care Now

Doctor's office, Urgent Care Center, hospital Emergency Room. It's great to have options for your care, but you may not know where to go when you need care that can't wait. Here's how to decide.

	EMERGENCY ROOM	DOCTOR'S OFFICE	URGENT CARE CENTER
	Copay generally higher than Urgent Care Center	No or low office visit copay	Copay generally lower than Emergency Room
	Open 24 hours	Usual business hours » Some doctors have extended office hours for urgent care needs	Generally not open 24 hours » Call to find out the hours for the Urgent Care Centers that work with your doctor's office
	For life- or limb-threatening emergencies, such as: » heart attack or stroke » a broken bone » sudden and severe pain	Not for emergencies, but your doctor may send you to Urgent Care or the Emergency Room, depending on the care you need	Not for emergencies; for care that "can't wait" for a regular appointment, such as: » urinary tract infection » a sprain » sinus infection

IS THIS AN EMERGENCY?

YES

NO

GO to ANY Emergency Room

Call 911 or have someone drive you ASAP.

BRING: Your SCAN Member ID card and any important health documents, like an advance care directive.

CALL: Your emergency contacts. Let them know where you are and to look in on your house and your pets, if needed.

NOTE: If you are kept "for observation" but not admitted to the hospital, your copay will be higher.

If you are admitted to a hospital that is not in the SCAN network, you may be transferred to the hospital your doctor works with once you are stable.

CALL Your Doctor's Office

It's always a good idea to call your doctor's office if you have time.

DO: Describe your symptoms.

DO: Follow their directions for care.

Doctor's Appointment

You may be able to get a same-day or next-day appointment.

Urgent Care Center

Ask which Urgent Care Centers work with your doctor.

Emergency Room

GO to Urgent Care Center

You can go directly to Urgent Care. Ask someone to take you if you don't think it's safe for you to drive.

CALL: The Urgent Care Center to verify hours and check wait time. (Many centers have this information on their websites.)

GO: To the nearest Urgent Care Center that works with your doctor.

BRING: Your SCAN Member ID card.

NOTE: Does your SCAN plan include transportation? If so, call to find out if last-minute rides are available.

SEE YOUR PRIMARY CARE DOCTOR

If you go to an Urgent Care Center or ER, follow up as soon as possible with your doctor. He or she will:

- Request your medical records from the Urgent Care or the ER.
- Arrange any follow-up care needed.
- Review any medications you may have been given.

What's Preventing a More Active You?



Can you believe that it's already Spring? Wasn't it just January when you had resolved that this was the year when you were going to exercise more and get in shape? Good intentions can have a way of morphing into good excuses that can keep you from achieving your fitness goals. Do any of these excuses sound familiar?

"I don't know how to start."

Start by talking with your doctor about an exercise plan that's right for you, especially if you haven't exercised for a long time or have chronic health problems.

Then, think about ways to fit physical activity into your regular routine. SCAN members Anita and Richard Londgren, each in their 80s, find ways to be active every day, such as walking the few blocks to the market and their church and to the local university where they volunteer.



Richard and Anita Londgren

When you're ready to do more, ask your doctor for exercises you can do at home or for referrals to fitness programs near you.

"I get sweaty/out of breath/sore."

Start slowly, and ease into it. Then, increase your level of activity as you become more comfortable. If your muscles get sore, take rest days in between workouts or concentrate on exercises that work your upper body one day and your lower body the next.

Set small, reasonable goals. Then reward yourself with something healthy, like a night at the movies, when you reach a goal. Set realistic targets for steady progress and you will be more likely to stick with your program.

"I get bored."

Try different things, and space out your activities throughout the week. Combine aerobic exercises, such as walking or swimming, with strength training, such as using weights or resistance bands.

Exercising with a friend often seems easier and makes the time go by faster, so invite someone to be your walking buddy. If your SCAN plan includes SilverSneakers, take advantage of the different group classes and locations available.

"I hate to exercise."

That may mean you haven't found the right exercise—or you are only thinking of exercise as the time you spend at the gym. Any physical activity counts: Choose a parking spot farther away. Rake leaves. Play Wii. Any activity that gets you moving is a good start.

The bottom line: Another new year will be here before you know it. Start being more active now so that when January 1 comes around again, you will already be feeling and looking better.

Cut the Clutter: Go Paperless!

Celebrate Earth Day in April by signing up to have your SCAN benefits information sent to your email address. Not only will it save paper (which is good for the environment), but it also saves space and postage costs.

To sign up for e-delivery:

1. Go to SCAN's website (www.scanhealthplan.com) and click on the "Members" tab at the top of the page. If you haven't already done so, register for an account.
2. Select "Yes, sign me up for e-delivery." You will get an email with a link whenever there is a new document ready for you, like your monthly summary or Annual Notice of Changes.

Some things, like this newsletter and health reminder postcards, will continue to arrive by regular mail, but look for them to be available online soon, too!





Stop Fraud Before It Happens

What would you do if someone came to your home unexpectedly and said he was sent by your doctor or by SCAN? What should you do?

Imagine this: A man claiming to be a doctor shows up at your house one day. He says he was sent to give you a checkup. But you don't know who he is, and you don't remember your doctor saying anything about someone coming to your home. He asks you a few questions, and then he leaves. Not long after, you receive a bill from the doctor for the visit.

Now, imagine this: A woman who says she is from SCAN comes to your home and asks to see your member ID. You show it to her, she takes a photo of it and copies some of your information onto a form. You notice the forms don't have the SCAN logo on them, so you ask to see the woman's ID. She quickly leaves.

These situations actually happened recently to two SCAN members. According to SCAN Vice President Mia Okinaga, it's likely that both these members were victims of healthcare fraud, where dishonest people tried to use the members' benefits for bogus purposes. Mia and her team work to protect members and their benefits.

Healthcare fraud puts you at risk because you can be left with a bill for services or equipment that you never receive. Or, you could be denied a benefit because a fraudulent claim was already made for the service.

What You Can Do

» **If someone shows up at your home claiming to be from SCAN or sent by your doctor**, use the same caution you would if any other stranger were to come to your door, says Mia.

1. Ask the person to show you identification.

If the person is from SCAN, he will have an ID badge to prove it. If he is a provider who contracts with us, he won't have a SCAN ID but he will have made an appointment before showing up at your home.

2. Ask who sent him or her. If it's not your doctor or someone else that you know, ask the person to come back after you have had a chance to make some calls. Then contact your doctor's office or Member Services.

3. Never give out your member ID card, Social Security number or any other ID. "Someone can use the information to file claims for services and benefits that you never receive," Mia says.

» **Review your Explanation of Benefits/Monthly Summary each time you receive them.**

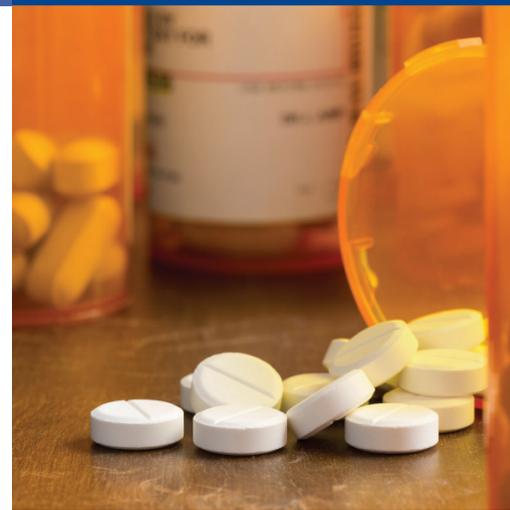
You receive two of these summaries:

1. From Express Scripts, which lists your medications

2. From SCAN, which lists your medical services

If you see something listed that you never used or are not using any more, let Member Services know.

Be Informed About Prescription Opioids



If you had surgery or were recently injured, your doctor might prescribe an opioid drug, like Oxycodone, to help you manage your pain for a few days while you are recovering. But sometimes these drugs are also used for pain from chronic conditions, such as arthritis and back problems. The problem is that opioids can be addictive and using them over time can lead to dependence and abuse.

The Many Names of Opioids

Opioids are known by many different names but you or someone you know might have taken one of these:

GENERIC NAME	BRAND NAME
Oxycodone	Oxycontin
Tramadol	Ultram, Ultram ER
Fentanyl	Actiq, Duragesic
Hydrocodone with Acetaminophen	Vicodin, Norco
Oxycodone with Acetaminophen	Percocet, Endocet

If your doctor prescribes an opioid...

- Ask about alternatives for managing your pain. Is there a non-addicting medication, such as acetaminophen, ibuprofen or naproxen, that will work instead? What about physical therapy, exercise, acupuncture or pool therapy? Some people are also able to reduce pain and stress by working with a mental health professional. Consider a combination of these options to keep pain in check.
- If an opioid is still considered the best treatment, ask for the lowest dose possible and when you can stop taking it. Review with your doctor or pharmacist other medications you take and possible interactions.
- Let your doctor know if you experience any side effects, such as nausea, vomiting, dry mouth, constipation, depression or sleepiness.
- Store opioids in a secure place and use a pharmacy mail-back program or local drug drop-off program for any leftover medications.

Get the Facts

Protect yourself by being aware of the myths about these powerful drugs.

» **Myth: My doctor prescribed them, so they must be safe.**

An opioid drug prescribed by your doctor can be as dangerous as the drugs sold on the streets, especially when not taken correctly. Be aware of the risks.

• **Accidents**

When taking an opioid medication, you have to be very careful. Opioids can be dangerous when taken with alcohol or other medications, such as sleeping pills, anxiety medications and muscle relaxants.

Opioids can also cause confusion and dizziness, which could lead to a fall—which could lead to a head trauma or broken bones.

• **Tolerance**

Taking opioids over time can create a dangerous circle: The longer you take the drug, the more your body gets used to it so it takes more of the drug to provide the same pain relief. Talk to your doctor when you're not getting any pain relief. Never take opioids in greater amounts or more often than prescribed.

» **Myth: Seniors are less likely to become addicted to drugs than younger people.**

Anyone taking prescription opioids can be at risk for addiction, whatever his or her age. If you or a loved one is taking an opioid, be sure to talk with the doctor about the drug, the doses and signs of possible addiction.

Peer Advocates: Someone by Your Side

Like our Senior Advocate program, the new Peer Advocate program is all about SCAN members working to help their fellow members. Peer Advocates are specially trained to offer encouragement and helpful advice to other SCAN members who are struggling with specific health concerns and challenges. The program is brand new, so we hope that if you get a call, you will agree to take part.

What does it mean to be a Peer Advocate? We asked two of our new Peer Advocates to share what it means to them...

“While we can't control everything in our lives, there are things we can do to maintain healthy lifestyles and reduce the risk of being sick as we grow older. A gentle nudge in the right direction sometimes helps. Hopefully, I can give other members support to help them live independently longer.”



Maxine Marcus, 69, Anaheim Member since 2013

“Seniors have to make many decisions about their healthcare that can be difficult to understand. Even making a doctor's appointment is hard for many people. And a lot of seniors live alone or don't have family around to help. It's good for them to know there is someone by their side.”



Becky Coefield, 67, Long Beach Member since 2014

Need Assistance? **SCAN** is here to help.



Sales Information

1-800-915-7226; TTY: 711
8 A.M. – 8 P.M. Pacific Time (PT)
Monday–Friday



Member Services

1-800-559-3500; TTY: 711
8 A.M. – 8 P.M. Pacific Time (PT) Monday–Friday
Note: Between February 15 and September 30,
messages received during weekends and holidays
will be returned within one business day



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The Formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits, premiums and/or copayments/co-insurance may change on January 1 of each year. SCAN Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-800-559-3500 (TTY: 711). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-559-3500 (TTY: 711). 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-800-559-3500 (TTY: 711)。



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Health and wellness or prevention information

Y0057_SCAN_10116_2017F File & Use Accepted 02212017

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MARCH/APRIL 2017



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