

# scan club

A NEWSLETTER FOR SCAN HEALTH PLAN MEMBERS

ISSUE 1, 2019



## Getting in Shape for Life

### Functional Fitness Focuses on Everyday Living

You've been using weight machines at the gym for months and it's paid off: You just hit a longer golf drive. But, when you bend down to tie the lace that has come loose on your golf shoe, your back seizes up. The problem likely is that while you were focusing on bettering your golf drive you forgot about improving your quality of life.

This is where functional fitness comes in. Instead of working on one part of the body for a specific activity, functional fitness focuses on training groups of muscles to work together so that everyday tasks—like bending down to tie your shoes—can be done more easily and safely.

### An Investment in Your Future

Training for everyday tasks may not seem like a priority if you're not having any problems yet. But SCAN Medical Director Magda Lenartowicz, MD, says people often don't think about things like being able to get into the shower on their own until they can't anymore. "Getting your body in shape for life's tasks now, even before you have problems, helps you stay active and independent later," she says.

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## “Think of exercise in terms of daily life, rather than physical fitness.”

– SCAN Medical Director Magda Lenartowicz, MD

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### Fitness to Help You Live Well

Functional fitness is a different way of thinking about getting in shape. The goal here is not to increase the size of your biceps or reduce your waist size. Instead, it’s all about getting and staying as mobile, limber and agile as possible.

“Functional fitness training prepares you for the physical demands of everyday living, like being able to walk upstairs by yourself or reach in the cupboard without losing your balance,” says Dr. Lenartowicz. “It can make everyday activities easier, reduce risk of injury and improve quality of life.”

### Exercise for Real Life

Conventional weight training focuses on individual muscle groups working on their own. Functional fitness exercises are different; they train your muscles, joints and core to work as a team. The exercises use the same movements you use to do everyday tasks to build strength and stability.

#### This exercise:

Step-ups/downs on a stair or block

Front, back or side lunges

Squats

#### Prepares you for activities like these:

Climbing stairs

Vacuuming, raking

Getting up from a chair (or toilet seat!)

### Pump Up Your Quality of Life

You may be familiar with some of the exercises in functional fitness training, and might even be doing some of them already at home or at a gym. Here are some things to keep in mind when adding these types of exercises:

- Start slow with simple balance exercises that use your own body weight as resistance. If you’re new to working out or have an ongoing health problem, it’s a good idea to check with your doctor before starting.
- When you’re ready for more of a challenge, try adding weights—like kettlebells—and resistance bands.
- Repeat each movement only as long as you can do it easily. Pay attention to how the exercise feels and where you are feeling it. If it hurts, stop.
- For a lower-impact workout, do the exercises in a pool.

Many gyms offer training in functional fitness, but check out the class beforehand to make sure it is at a level that’s comfortable for you. Activities like tai chi and yoga also focus on movements that build strength and balance.

According to Dr. Lenartowicz, if you think about exercise in terms of daily life, “you will end up feeling better, be less likely to fall or get injured and be able to continue to do the activities you enjoy.”

And don’t be surprised if you happen to add a few yards to your golf swing, too.

## A HEALTHY HOLIDAY TRADITION CONTINUES

More than 2,200 Southern California seniors who might have otherwise spent Thanksgiving alone received a visit and a traditional holiday dinner thanks to volunteers organized by SCAN.

2018 was our 26<sup>th</sup> year of Thanksgiving meal delivery. Like in past years, volunteers of all ages came together and donated their time and efforts to package, transport and deliver the meals, along with some holiday cheer, to homebound seniors in the community.



## CEO MESSAGE: Your Connection to Good Health Starts Here



I'm pleased to welcome all of you to SCAN in 2019.

Whether you are a longtime SCAN member or are just joining us this year, I want to thank you on behalf of the entire SCAN team for entrusting us with your healthcare coverage. We work hard to earn—and keep—your trust by connecting you to the care, services and information that can help you be your healthiest self.

From time to time, you will hear from us with updates on your benefits or reminders about your healthcare. And SCAN, your doctor's office or Medicare might ask you about your healthcare needs and experiences. Trust that we take to heart all you have to say. Your feedback from these surveys really does make a difference to the care and service that you and other SCAN members receive. (See page 6 for more about some of these surveys.)

Of course, you don't have to wait to hear from us. Please call Member Services whenever you have a question or need help with your benefits. Every connection counts, even when you have positive feedback, like the member who recently wrote just to say, *"I love my SCAN; wouldn't change a thing."* That's helpful—and wonderful—to hear, too.

Thank you for connecting with SCAN.

Kind regards,

Chris Wing  
Chief Executive Officer  
SCAN Health Plan

P.S. For those of you who enjoy taking surveys and are computer-savvy, I invite you to join SCANListens. You'll receive regular surveys via email on different topics that help us design programs of real value to our members. Interested? Go to [www.scanlistens.com](http://www.scanlistens.com).

“

I wanted to thank you for having such a professional and caring group of people. The service I was given helped me through this health scare with the least amount of anxiety.”

– SCAN member Joan P.

## Ask Member Services



### **My father's English is very limited. Do you have anyone on staff who speaks Spanish?**

Yes, we do. When your father calls the regular Member Services line at 1-800-559-3500 and hears the automated greeting, he can press 2 to be connected with a Member Service Advocate who speaks Spanish.

Members who speak languages other than English or Spanish can also call Member Services. When a Member Service Advocate comes on the line, just state the language you need. We have translators available for most languages who can join the phone call.

Member Services can also arrange for a translator to meet you at an upcoming doctor's appointment. Please note that we need at least 48 hours to arrange for in-person translation.

### **Do you know someone with Medicare who was impacted by the wildfires in California?**

Typically, you're only allowed to change your health plan once a year, during the Annual Enrollment Period (AEP) that runs from October through December. Medicare is making an exception for those impacted by the wildfires that took place during last year's AEP. This Special Enrollment Period (SEP) gives people the chance to add, drop or change their Medicare plan if they were unable to do so because of the wildfires. This applies to people who live in the areas that were declared an emergency or major disaster, including parts of Los Angeles and Ventura counties. The SEP will run through March 31, 2019, for 2019 plan changes.

# Start Your Membership Off Right

## NEW TO SCAN IN 2019?

We're so happy you're a SCAN member! To get you off to a good start, we've pulled together some of the things you can do to make sure you're making the most of your SCAN membership.

## NOT NEW TO SCAN BUT WANT TO BE SURE YOU'RE GETTING THE MOST OUT OF YOUR MEMBERSHIP THIS YEAR?

The new year's a good time to stop and make sure you are ready to take advantage of all your SCAN membership has to offer. The information on these pages can help.



### MAKE AN APPOINTMENT TO SEE YOUR DOCTOR

#### If you have a new doctor:

Schedule an appointment to meet the doctor and his/her staff now so when you need care, you'll know what to do and your team will be ready to help.

Get the answers to these questions during your visit:

- What's the best way to contact your doctor if you have a question or want to make an appointment?
- What should you do if you need urgent care? Your doctor's office may offer extended hours for urgent care or they might refer you to a preferred urgent care center they work with.
- Is there a patient portal? This is a place where you can manage your care online.

#### If you have the same doctor:

Schedule an appointment for your annual exam earlier in the year rather than later so you have enough time for preventive care and any screenings or tests you'll need to get done this year.



### GET YOUR PRESCRIPTIONS IN ORDER

**First...**Check SCAN's Formulary for the medications you take by going to [www.scanhealthplan.com/findadrug](http://www.scanhealthplan.com/findadrug). Type your medication in the search box, then look for this information:

- What tier is the medication on? A lower tier usually means a lower cost.
- Are alternative medications listed? If so, are they on a lower tier (and therefore less expensive)?
- Are any special instructions listed? For example, some medications are marked with PA for "prior authorization." Your doctor will need to get these medications approved before you can get a refill.

**Next...**Decide how and where you want to get your prescriptions filled.

- **For lower prices and more convenience, choose MAIL ORDER.** In addition to Preferred pharmacy pricing, Home Delivery from Express Scripts Pharmacy<sup>SM</sup> offers even lower copays (as low as \$0!) on many medications—plus free delivery. See the page in the middle of this newsletter for more details.
- **For lower copayments on many drugs, choose one of these SCAN PREFERRED PHARMACIES:**
- **For prescriptions without any extra discounts, choose one of these SCAN STANDARD PHARMACIES:**

Home Delivery from  
Express Scripts Pharmacy  
CVS (New in 2019)  
Costco  
Ralphs

Rite Aid  
Safeway/Albertsons  
Walmart  
Select independent  
pharmacies

Kroger  
Medicine Shoppe

Walgreens (New in 2019)  
Select independent  
pharmacies

For a complete list of pharmacies near you, go to [www.scanhealthplan.com/findapharmacy](http://www.scanhealthplan.com/findapharmacy). You can filter for Preferred pharmacies, delivery available, open 24 hours and more.



In addition to the benefits you have through SCAN Health Plan, you can take advantage of discounts on health-related products and services through the SCAN Discount Marketplace. Contact the companies listed below directly for more information, to order products or to arrange for services. Be sure to identify yourself as a SCAN member to get your discount.

## MEALS DELIVERED TO YOUR HOME

Fresh, nutritious and delivered to your door at a savings of 7%. Meals for special diets are available.

**Mom's Meals NourishCare**  
1-877-347-3438  
[www.MomsMeals.com/SCAN](http://www.MomsMeals.com/SCAN)

## WEIGHT LOSS PROGRAM

Choose a free 3-month program plus \$50 in food savings, or half off the cost of premium programs.

**Jenny Craig**  
1-877-536-6970  
[www.jennycraig.com/scan](http://www.jennycraig.com/scan)

## HOME CARE AND PERSONAL CARE SERVICES

Discounted rates on ongoing or temporary help with light housekeeping, shopping, personal grooming, meal prep and more.

**AccentCare**  
1-800-834-3059  
[www.accentcare.com](http://www.accentcare.com)

**Cambrian Home Care**  
1-877-390-4300  
[www.cambrianhomecare.com](http://www.cambrianhomecare.com)

**ComForCare Senior**  
1-866-931-8431  
[www.diamondbarca.comforcare.com](http://www.diamondbarca.comforcare.com)

**Comfort Keepers**  
1-760-340-2166

**Honor**  
1-844-325-5012  
[www.joinhonor.com](http://www.joinhonor.com)

**VNA Care At Home**  
1-877-862-4471

## SUPPLEMENTAL CARE

Discounts of as much as 30 percent on chiropractic care, acupuncture, massage, personal training, nutritional counseling and more.

**WholeHealth Living Choices**  
1-800-274-7526  
[www.whlchoices.com](http://www.whlchoices.com)

## TRANSPORTATION SERVICES

Rides for all your transportation needs at savings of up to 20 percent.

**National MedTrans Network**  
1-844-714-2217  
[nationalmedtrans.com/members/scan-discount-marketplace/](http://nationalmedtrans.com/members/scan-discount-marketplace/)

## HEARING AIDS, SERVICES AND SUPPLIES

Special savings of up to 60 percent on exams, hearing aids, batteries and accessories.

**TruHearing**  
1-844-255-7147  
[www.truhearing.com](http://www.truhearing.com)

**Epic Hearing Healthcare**  
1-866-956-5400  
[www.epichearing.com](http://www.epichearing.com)

**Hearing Care Solutions**  
1-866-344-7756  
[www.hearingcaresolutions.com](http://www.hearingcaresolutions.com)

## VISION SERVICES AND SUPPLIES

Discounts up to 35% on eye exams, frames and contact lenses.

**ContactsDirect**  
[www.contactsdirect.com](http://www.contactsdirect.com)

**EyeMed Vision Care**  
1-844-226-2850  
[www.eyemedvisioncare.com](http://www.eyemedvisioncare.com)

## EMERGENCY RESPONSE EQUIPMENT AND SERVICES

Special savings on a personal emergency response system, round-the-clock monitoring and other safety protection supplies, such as fall detection pendants.

**Tunstall**  
1-866-435-2617  
[www.americas.tunstall.com](http://www.americas.tunstall.com)

## INCONTINENCE SUPPLIES

Call directly for discounts on incontinence and hygiene supplies, safety products, nutritional supplements, home medical supplies, durable medical equipment and more.

**AC Adderson Healthcare, Inc.**  
1-888-737-2055  
[www.acadderson.com](http://www.acadderson.com)

Find more information on these discounts on our website. Go to [www.scanhealthplan.com](http://www.scanhealthplan.com) and type **Discount Marketplace** into the search box at the top of any page.



# Say goodbye to trips to the pharmacy And hello to home delivery

Your prescriptions delivered right to your door!

## WHAT YOU GET



\$0 Tier 1 and Tier 2 medications for a 90-day supply\*



Low Preferred pharmacy pricing on many other medications



24/7 telephone access to a pharmacist

## WHAT YOU'LL SAVE

On average, SCAN members may save \$150 per year with Home Delivery†.

Home Delivery from Express Scripts Pharmacy<sup>SM</sup> is the easy way to fill your maintenance medications. Make fewer trips to the pharmacy by having your 90-day supply delivered right to you and right on time. And the shipping is free!



## MAKE THE SWITCH

To get started, contact your doctor's office and ask about home delivery for your maintenance medications. They can send your 90-day prescriptions right to Express Scripts Pharmacy!

Take advantage of the savings and convenience of home delivery, plus the added benefits of:



### REFILL REMINDERS

Express Scripts will remember, so you don't have to.



### PAYMENT FLEXIBILITY

Express Scripts offers payment options that work with your budget.



### ONLINE TRACKING

Easily manage your medications on the Express Scripts website or app.



**Any questions?  
Call Express Scripts 24/7**

**1-866-553-4125  
(TTY: 1-800-899-2114)**

\* The \$0 copay for Tier 1 and Tier 2 drugs is not available in all SCAN plans. Your copayments may vary depending on the pharmacy you choose (e.g., Preferred Retail, Standard Retail, Mail Order, etc.) or whether you receive a 30- or 90-day supply or when you enter another phase of the Part D benefit. Check your Evidence of Coverage or call SCAN Member Services for details.

† On average, SCAN members may save \$150 per year with Home Delivery, based on review of prescription drug claims for SCAN members with 3 or more maintenance medications. Savings may vary depending on individual plan, drugs, and pharmacies. This study was conducted by SCAN Health Plan® in August of 2018.



## GET TO KNOW ALL OF YOUR BENEFITS

Is your copayment to see a specialist the same as what you pay to see your regular doctor? Do your benefits include a gym membership through SilverSneakers®? What about hearing exams and hearing aids?

Here are some places to get to know your benefits better:

- **Evidence of Coverage (EOC)**—Read it to get a detailed description of your benefits and other important plan information.
- **Formulary**—Check here to find which of your drugs are covered and the tiers they are on.
- **Provider and Pharmacy Directory**—Use it to find a doctor, hospital, pharmacy or other provider in the SCAN network.

Where can you find these resources? The most current information for each of them is available online at [www.scanhealthplan.com/notices](http://www.scanhealthplan.com/notices). The EOC generally doesn't change during the year, but the Formulary and directory search tools are updated continuously online.

If you would rather have a printed copy of the EOC, Formulary or Provider and Pharmacy Directory mailed to you, order it online or contact Member Services.



### Find It Even Faster...

Have you registered for your online member account on the SCAN website yet? It's easy to sign up and gives you instant access to all your plan materials as well as benefit updates and important health reminders. Register for an account at [www.scanhealthplan.com/register](http://www.scanhealthplan.com/register).

## THAT'S IT! NOW, GET READY TO HEAR FROM SCAN

We are working on our systems right now so that you will soon be able to tell us how you want to hear from us. Until then, look for these communications to be coming your way:

- **Health Check Record.** This guide is personalized for you and includes a checklist of recommended screenings and tests.
- **SCAN Club newsletter.** You'll receive a new issue several times throughout the year with topics that are important to your health and your healthcare.
- **Reminders.** When you're due for a test or other care, we might call you or send a postcard to remind you.
- **Questionnaires/surveys.** We value your feedback and use it to improve the care and service you receive (see more about surveys on page 6).



### We hope we will be hearing from you, too!

Contact Member Services whenever you have a question about your plan, need help using your SCAN benefits or just want to let us know how it's going for you as a SCAN member. Find contact information for Member Services on the back of this newsletter. The phone number is also on your SCAN ID card.



Watch a video with this information and helpful links at [www.scanhealthplan.com/quickstart](http://www.scanhealthplan.com/quickstart).



# Another Survey? Why Not to Ignore It

Your medical group mailed you a survey asking about your last visit with your doctor. The mail-order pharmacy is emailing to ask about your latest order. And now someone from SCAN is calling to ask how you're feeling these days. While so much attention can be flattering, it might also have you wondering whether it really matters if you take part or not.

The answer in most cases is yes, when you answer one of these surveys, you are making a difference in the kinds and quality of healthcare you receive.

## Here's why:

- 1. Your answers help us understand what's working well and what needs improvement.** So, a survey from your medical group might ask if your doctor took enough time to listen to your concerns. Or SCAN might call and ask if pain is keeping you from doing your regular activities. We use your answers to make sure you're receiving quality care and being treated with respect.
- 2. Your input contributes to SCAN's Star Rating.** Medicare uses member feedback in its five-star quality rating system. When a plan receives four or more stars, Medicare rewards that level of quality with bonus payments. As a non-profit company, the bonus we earn from our Star Rating goes back into providing you and other SCAN members even more value in services and benefits.
- 3. You might be speaking for other members, too.** Some surveys, like those from Medicare, are often sent only to a select group of individuals chosen to represent a health plan's membership. When you receive one of these surveys, your feedback counts even more.



So think about every question you answer. Your response can make a difference in everything from the care you get in your doctor's office to the new benefits you receive. We hope you'll take the time to give your feedback!

The Centers for Medicare and Medicaid Services (CMS) will send you a letter to let you know if you've been chosen to fill out a survey. A few weeks later, the survey will arrive from SCAN and the company that is conducting the survey on behalf of CMS, DSS Research.



Learn more about surveys and you at [www.scanhealthplan.com/starratings](http://www.scanhealthplan.com/starratings).

## Still Haven't Had a Flu Shot? Three Reasons to Get It Now

- 1. Flu season is here.** That means you're more likely now to be exposed and get sick. And that means so are the people close to you, especially your grandchildren, family members with chronic conditions and others at risk for developing complications from the flu. ***If you've put off getting the shot until flu season was in full swing, time is up!***
- 2. Last season's shot won't protect you and your loved ones anymore.** The medicine in a flu shot stops working with time so you need a new flu shot every flu season. Plus, each season's shot is different than the last; they are updated to match the most common types of flu right now.
- 3. It's never been more affordable or convenient.** You can get a flu shot for **\$0** copayment at your doctor's office or at your neighborhood pharmacy. Many doctor's offices and pharmacies don't require an appointment, and getting the shot often takes just a few minutes. That's time well spent if it prevents you—or a loved one—from coming down with a case of the flu.



# WHAT HEALTH ITEMS DO YOU USE MOST?

Not everyone takes prescription medications every day, but most of us use other health items regularly. That's why many SCAN plans now include an over-the-counter (OTC) benefit.

It works like this: If you have the OTC benefit, you'll receive a catalog in the mail with hundreds of OTC products. Each quarter, SCAN will load a certain dollar amount into your OTC account for you to "buy" items from the catalog. How much you have to spend each quarter will depend on your SCAN plan (check your plan materials to find out your quarterly allowance).

## Other things to know:

- If you don't spend all of your allowance by the end of the quarter, any balance you have left goes away. *It's OK, though, because...*
- Your account will be reloaded with your allowance at the beginning of each *new* quarter!
- Orders can be placed over the phone, by mail or online at [otc.scanhealthplan.com](https://otc.scanhealthplan.com).
- Once you place your order, your products will be delivered to your door in seven to 10 days.

## OTC items include:

- Antacids
- Braces and support items
- Cold and flu relief
- First aid
- Pain relievers
- Toothpaste and dental care items
- Vitamins and supplements

To find out if your plan includes the OTC benefit, check your Evidence of Coverage (see page 5 for where to find this document) or call Member Services. For more information, visit [otc.scanhealthplan.com](https://otc.scanhealthplan.com).

# FIGHTING OPIOID DANGERS AT THE FRONT

## Changes at the Pharmacy Protect You

If you take an opioid medication, the next time you take your prescription to the pharmacy you might hear of some new policies put into place this year by Medicare.

### If this is your first time taking an opioid medication:

Your doctor can write a prescription for no more than a seven-day supply for acute pain. If you need more than that, you or your doctor may have to call SCAN for approval before the prescription can be filled.

**FYI** > Some names of common opioid medications are **hydrocodone, oxycodone and hydromorphone**.

### If you are already taking an opioid medication:

There are now limits to the amount of these medications you can take each day. So, the pharmacist may need to talk with your doctor if your prescription is at or above these limits. If the prescriptions are coming from more than one doctor, you may have to call SCAN for approval before the prescriptions can be filled.

### If you are taking opioids with other medications:

Your pharmacist might also need to talk with you and your doctor about the risks of taking opioids along with a benzodiazepine drug.

**FYI** > Benzodiazepine is a class of anti-anxiety drugs. **Alprazolam, diazepam and lorazepam** are some of the more common generic names.

Medicare has put these policies in place for patient safety. SCAN is working in many ways to help you get the right medication and keep you safe—for example, having you use one pharmacy or having one doctor prescribe your medications.

**Note:** There are a few exceptions to the seven-day supply policy, so let your pharmacist know if you're taking opioids for cancer pain, sickle cell disease or palliative, hospice or long-term care.

Want to know more about these new policies? Visit [www.scanhealthplan.com/druginfo](https://www.scanhealthplan.com/druginfo).

**If you or your doctor would like to request approval for a prescription, call SCAN's Express Scripts Prior Authorization department at 1-844-424-8886 (TTY: 1-800-716-3231) 24 hours a day, seven days a week.**



# Need Assistance? SCAN Health Plan® is here to help.



## Sales Information

**1-800-547-1317; TTY: 711**  
8 a.m.–8 p.m. Pacific Time (PT)  
Monday–Friday



## Follow us on Facebook

[www.facebook.com/scanhealthplan](http://www.facebook.com/scanhealthplan)



## Visit our website

[www.scanhealthplan.com](http://www.scanhealthplan.com)



## Member Services

[MemberServices@scanhealthplan.com](mailto:MemberServices@scanhealthplan.com)  
**1-800-559-3500; TTY: 711**  
8 a.m.–8 p.m. Pacific Time (PT)  
7 days a week from Oct. 1–March 31  
Monday–Friday from April 1–Sept. 30

Note: Between April 1 and Sept. 30, messages received during weekends and holidays will be returned within one business day

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: 711) for more information. Other providers and pharmacies are available in our network.



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## Health and wellness or prevention information

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# scanclub

ISSUE 1, 2019



## A Quick Start Guide to Your New Health Plan



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