

scan club

A NEWSLETTER FOR SCAN MEMBERS

JANUARY/FEBRUARY 2017



Make Your Move to a More Active You in 2017

It's hard to argue that regular exercise is not good for your health. Volumes of research and countless personal experiences confirm that if you want to be of sound mind and body, your best bet is to be active. While the healthy benefits of getting regular exercise are too many to go into here, it's still worth listing a few of the biggies ...

- **You are less likely to get sick.** Exercise reduces the chances of heart disease, diabetes and some cancers, including colon and breast cancer.
- **Consistent exercise strengthens your muscles and bones.** Exercise slows the loss of bone density as we age. Studies have found that people who do at least two hours of moderate-intensity aerobic activity each week are less likely to break a hip.

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“It doesn’t take much: As little as 25 minutes of moderate physical activity each day can improve your health, make you feel better and help you stay independent longer.”



Julia Winstead

Continued from front page

- **Being active can turn gloom into bloom.** When you exercise, your brain releases chemicals that make you feel happier and more relaxed. Other products of exercise, such as a healthy weight, increased strength and flexibility, and toned muscles can help you feel better about how you look and make you feel more confident.
- **It’s easier to control your weight.** Exercise burns calories, which can help you lose weight or prevent weight gain. Maintaining a healthy weight is a first line of defense against many diseases, including heart disease and diabetes.
- **It can improve your quality of life.** Exercise on a regular basis and you are likely to find that you sleep better at night and have more energy in the day. And, people who lead active lives tend to be able to stay active and independent longer.

As if these reasons are not enough to get us up off the couch, consider this statement from the Centers for Disease Control and Prevention:

“Only a few lifestyle choices have as large an impact on your health as physical activity. People who are physically active for about seven hours a week have a 40 percent lower risk of dying early than those who are active for less than 30 minutes a week.”

- www.cdc.gov/physicalactivity/basics/pa-health

So, let’s get this right ...

All we have to do is participate in some form of moderate exercise for about an hour a day and, in return, we get protection from a host of diseases, feel happier, look better and increase our chances for living longer? Yes.

And yet, research shows that 60 percent of American adults aren’t getting the recommended amount of physical activity. Why are so many of us not cashing in on this deal of a lifetime?

For all the rewards that regular exercise delivers, it seems that there are as many excuses people can find for not doing it. If you’re struggling to fit exercise into your life, here are two important things to remember:

1. **Exercise does not discriminate.** Every person can benefit from physical activity, regardless of size, shape, gender, physical ability or age. Consider these SCAN Health Plan members:

- 73-year-old Barry Borofsky starts his day three times a week as he has for the past 30 years: running flights of wooden stairs at the beach. He also regularly lifts weights and practices tai chi.
- Julia Winstead has not let blindness or diabetes keep her from shedding 30 pounds by working out with a hula hoop—what she calls “hoop-a-sizing.”



Barry Borofsky

Research shows that even people with chronic conditions, such as arthritis, find it easier to manage pain and do everyday tasks when they are exercising regularly.

2. **It doesn’t take much.** As little as 25 minutes each day spent in moderate activity, such as taking a brisk walk, can improve your health, mood and ability to stay independent. Running stairs won’t be right for everyone, at least at first. But long before Barry started running stairs, he was a three-pack-a-day smoker who joined a gym and then didn’t set foot in it for a year. Then, he discovered he liked playing racquetball, running and lifting weights.

No matter what activity you choose, the most important thing for your health is to be active and consistent. So, let’s get moving!

Ask for Your Prescription for Exercise



Whether you are a regular exerciser or have made it your New Year’s resolution to begin, be sure to talk with your doctor. At your next appointment, tell your doctor what you currently do for exercise and then ask if you should:

- Start to exercise,
- Increase your activity level, or
- Maintain your activity level.

Then, get your doctor’s recommendations based on your specific health goals.

CEO Message: How Would You Rate SCAN?

You may have noticed a lot of companies are asking you to “rate your satisfaction” on a scale of 1 to 10. That’s become the standard tool for rating service across industries. What’s important to note (and why so many companies ask, “Can you rate us a 10?”) is that there is very little wiggle room when it comes to measuring satisfaction. The numbers may not mean what you think they do.

Here’s how it breaks down:

0 – 6: Dissatisfied	7 & 8: Neutral	9 & 10: Satisfied
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Surprised? A lot of our members are. One of our representatives was on the phone with a member, and they had a lovely conversation. When asked how she would rate SCAN, the member replied happily: “Oh, a 7, for sure!” When asked why “only” a 7, the member said she thought a 7 was very positive. Unfortunately, on this scale, it really isn’t.

Now, we don’t believe in telling you how satisfied you are with us, or telling you what number to rate us. We believe in earning your satisfaction. That way, when we do rate a 9 or 10, we know it’s from the heart.

What we will tell you is that we are committed to earning 10s. We know we’re not there all the time—we usually hear from those people! But we know for many of you, SCAN is rating a 9 or 10. And that’s good for us to hear, too.

As Chief Executive Officer of SCAN, I want to encourage you to give us feedback, both good and bad. It’s just as important for you to share when you are satisfied and where we are doing well. It gives us a more complete picture, which allows us to focus on those areas that truly need improvement.

We look forward to serving you in 2017. WITH appreciation,



Chris Wing
Chief Executive Officer
SCAN Health Plan

Changes in Your Contact Info? Need an Interpreter? MEMBER SERVICES IS HERE TO HELP

I just got rid of my landline phone and got a cell phone instead. Do I need to let SCAN know?

Yes! If you get a new phone number, make one of your first calls to Member Services so that they can update your records. It’s important to let us—and your doctor—know whenever you have a change in your contact information, such as a new phone number or address. That way, you can continue to receive important information about your health plan.



English isn’t my first language, and sometimes I have trouble explaining what I need when I’m with my doctor. Is there someone who can help?

Don’t let language keep you from getting the care you need.

By phone: Call Member Services and press 2 on your phone keypad. You will then be able to choose from more than 200 languages. Select your preferred language to be connected with Member Services and an interpreter. The interpreter will make sure your needs are communicated and that you get answers you understand.

In person: Call Member Services at least 72 hours before your appointment. They can arrange for an interpreter to meet you at your doctor’s office at no cost to you. Translators are available for many different languages, including American Sign Language.

► **New hours coming for Member Services:** Until the middle of February, you can reach a Member Services Advocate from 8 A.M. to 8 P.M. seven days a week. Starting February 15, they will still be available during those hours, but only from Monday through Friday. If you happen to call after-hours or over a weekend or holiday, leave a message and someone will get back to you on the next business day.

Tip: Evenings before 8 P.M. are usually the best time to call.

Welcome to SCAN!

We thought the first issue of the newsletter this year would be a good time to review some basics. So whether you are new to Medicare, new to SCAN or are a long-time member, we think the information here will help you better understand how your health plan works—and help you **make the most of the benefits and services we offer.**



Medicare, SCAN and Your Doctor

The American healthcare system is complicated, and Medicare is no exception. Even long-time members tell us they are not entirely clear on how SCAN works.

We're often told: "Your benefits are too good to be true," which is nice to hear, but there's good reason we are able to offer the benefits we do.

We also get letters stating: "I'll never leave SCAN because I love my doctor." Or the opposite: "The wait times at that SCAN office are ridiculous!"

This diagram should help explain how we're able to offer the benefits we do. And how your doctor and other medical providers work WITH—but not for—SCAN Health Plan.



MEDICARE

The Centers for Medicare and Medicaid Services (CMS) contracts with Medicare Advantage plans, like SCAN, to provide your Medicare benefits. This contract is reviewed every year.



SCAN Health Plan

SCAN is a Medicare Advantage Prescription Drug plan. CMS pays SCAN to provide your Medicare-covered medical and prescription drug benefits. We are able to use those dollars to provide benefits above and beyond what traditional Medicare offers.



Medical Providers

SCAN contracts with local, community-based medical groups, hospitals and other medical providers to deliver your care. Healthcare decisions, like referrals for specialty care, are made at the medical group level. If you disagree with a healthcare decision, that's when SCAN will get involved.



Primary Care Doctor

Your primary care doctor directs your healthcare services. You will see this doctor for your annual physical or wellness visit, as well as for other care needs. Many primary care doctors are part of larger medical group organizations.



Specialists

Should you need specialty care, your primary care doctor will refer you to the specialists he/she works with—typically part of the same medical group organization.



Hospitals

For scheduled hospital stays, your doctor will direct you to the hospital he/she is affiliated with. In a medical emergency, go to your nearest emergency room.



WHAT'S A PCT?

PCT = Primary Care Team

When you join SCAN, we ask you to choose a primary care doctor to oversee your healthcare. Your primary care doctor leads your primary care team, which includes the nurses, medical assistants, front office and other staff who support your care. It also includes the other doctor(s) who may fill in when your doctor is not available.

While the doctor/patient relationship is perhaps the most important, you should feel comfortable with the rest of the team. After all, if you have questions between appointments, a member of the primary care team will likely be helping you. Remember, you can change primary care doctors at any time and for any reason. Just call SCAN Member Services to make that switch.

The 3 Cs of Care

Want to get the most benefit from your SCAN coverage? Follow the 3 Cs of Care:

1. Connect to Care. We don't just mean "see the doctor when you're sick." We want you to connect to care even when you are well.

New doctor this year? Schedule a get-to-know-you appointment soon. That can be your annual physical or wellness visit, or a shorter visit where you share your main health concern with your new doctor and his/her team.

Same doctor? We recommend that you get in for that annual visit early in the year, so you have time to follow up on any other preventive care or screenings you are due for in 2017.

2. Check Your 2017 Benefits. You already know the benefits you use often, like your primary care copayment. Many of you also know your copay for a specialist visit. But what about what you pay for a visit to a mental health professional or for physical therapy? Some people assume that those copays are the same as for a specialist visit and are surprised to learn they are different. That's why we like to say: "Know what you owe before you go." No one likes surprises at the doctor's office!

Your benefits are clearly listed in your member materials—there's no fine print. You can refer to your plan materials at any time on our website: www.scanhealthplan.com. Click "Find SCAN Resources" on the bottom of the page or log into your SCAN account.

3. Call With Questions. If you have questions about your benefits, contact SCAN Member Services. We want you to have a great experience with SCAN, so please call whenever we can be of service. The phone number is on your SCAN ID card.

If you have questions related to your healthcare, contact your doctor's office. Your doctor's main number is on your SCAN ID card, but when you call you can ask if there's another number that will connect you directly to your primary care team.

The Flu's Still Here. Are You Still Not Protected?

If you haven't had a flu shot this year but figure it's too late because flu season is already well underway, think again. There's still time to get protected from this year's flu!

It's true that the flu season starts as early as October, but the flu bug continues to spread, infecting more people every day, until as late as May each year. Even in the middle of flu season, getting a flu shot is still your best defense against getting caught by the flu.

Did you know that it takes two weeks from the time you get the shot for the medicine to work? So, don't put it off another day. The sooner you get the shot, the sooner you can be protected for the rest of this year's flu season.

Find It Faster and Easier on the **NEW**

scanhealthplan.com

Our website is new and improved, making it easier for you to connect with your health plan.

The word from members who have visited SCAN's new website is that they are finding the information they need more easily and faster than ever before. This is thanks to some major improvements in search capabilities on the new website.

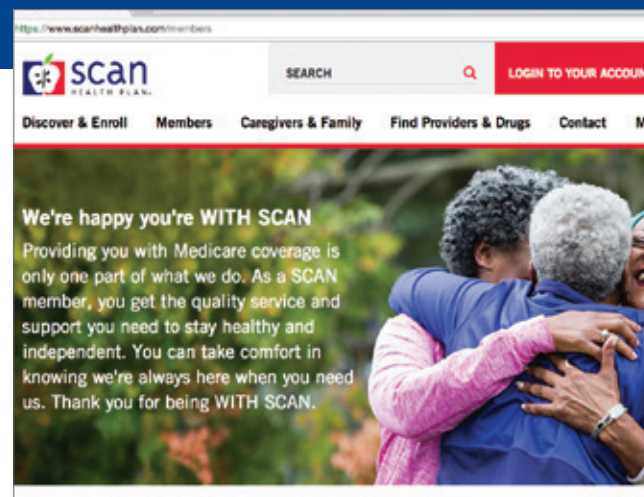
Find what you're looking for ... faster.

Type a few words in the new search box at the top of the page to be taken to the information you need. Key in the word **Formulary**, for example, and then click on "SCAN Drug Formulary Guide" to get to the complete listing of medications on the Formulary.

More information on doctors, on drugs and more.

Use the "Find Providers & Drugs" tool on the website to:

- Find a new doctor or other provider in your area. You can even search for EyeMed vision providers, Delta Dental offices and SilverSneakers fitness facilities.
- Get information on the medications you take, such as what tier a drug is on, what the copay is and any alternatives for the medication.
- Save money on your prescription drugs by finding a Preferred pharmacy near you.
- Get information on local hospitals and other care facilities.



Save time and a tree.

Go to the "Members" tab on the website to register for an account. Once you've registered, you will be able to quickly get to information about your specific plan from any computer. Even better, click on the "Yes, sign me up for e-delivery" box. Then, those reams of required plan information will be sent straight to your e-mailbox, instead of being printed and sent through snail mail.

And that's not all: More improvements are in the works. The new website is designed so that it can grow and change as your needs for information grow and change. Getting connected to the information and resources to help you get the most out of your health plan has never been easier.

3 Ways to Save on Meds in 2017



Saving some money is usually a welcome thing, especially after the holidays might have put the squeeze on your wallet. Give your bank account some relief with three money-saving ways to fill your prescriptions in the new year.

- 1. Make it a Preferred pharmacy.** Filling your prescriptions at one of the pharmacies in SCAN's Preferred network can save you an average of \$3 to \$5 on many of your medications. Don't know where there's a Preferred pharmacy near you? Many large pharmacies, like Albertsons, Costco and RiteAid, are part of the Preferred network, but to find all the Preferred pharmacies, go to the SCAN website, www.scanhealthplan.com. If you would like a print copy of the Provider and Pharmacy Directory mailed to you, call Member Services or request one on the SCAN website. Bonus: Have your ongoing prescriptions filled through Express Scripts to save money and time.
- 2. Just say, "90-day."** Asking for a three-month supply of your ongoing medications can save you time and money over having them filled one month's supply at a time.
- 3. Go low.** Check to see what tier your medications are on in the Formulary and if any copayments have changed this year. Then, ask your doctor if there are drugs that are on a lower tier (which often cost less) that would work just as well for you. Keep this in mind if your doctor prescribes new medications during the year, too.



IT'S SURVEY SEASON

Some SCAN members will receive surveys asking about their healthcare. Your answers are used by Medicare when they develop their plan ratings. And we use them to improve the benefits and services we offer. Medicare only sends these surveys to a small number of members.

So, if you get a survey—by phone or in the mail—please take the time to participate. You will represent many of your fellow members with your responses, and we trust SCAN has earned high marks. If we have not, we hope you will reach out to Member Services and give us the opportunity to earn your satisfaction.

Ask a Senior Advocate

SCAN Senior Advocates have a unique perspective when it comes to healthcare. As employees of SCAN, they have an insider's view of the best ways to get the most of the health plan. And as SCAN members themselves, they are the perfect people to share tips. Because this is the first issue of the SCAN Club newsletter for our more than 20,000 new members, we asked the Advocates: **"What advice do you have for new members?"**



“Explore and have fun with your benefits. For instance, try out various classes if you have the SilverSneakers benefit, or use your prescription benefit to get a new look with some new glasses.”

Connie Hartman, age 65
San Diego Member since 2016

“Ask what urgent care facilities your doctor's office works with so that you know where to go if you need medical help after-hours or on the weekend.”

Judy Velarde, age 70
Cerritos Member since 2012



Your Medications ... at Your Fingertips

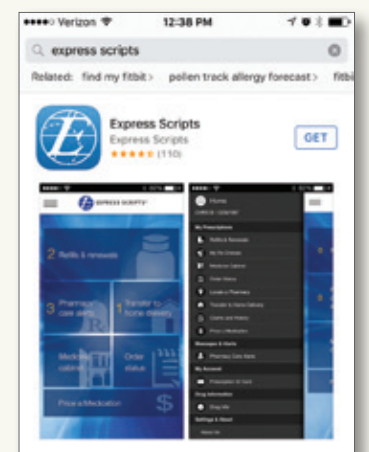
Most of us can't afford to have a personal assistant, but if you have a smartphone, you can have the next best thing... at least when it comes to managing your medications. Express Scripts, SCAN's pharmacy benefit provider, has a free mobile app that you can use to:

- See when you are running low on your medications and need refills.
- Order refills through Express Scripts.
- View your order status and track when your medication will be shipped.
- Set notices to remind you when to take your medications.

The app also lets you view your medications history, even prescriptions that weren't filled through Express Scripts.

Ready to get the app?

- 1) Go to iTunes if you've got an iPhone or Google Play on your Android phone.
- 2) Search for "Express Scripts."
- 3) Follow the steps to install the app on your phone.
- 4) Once it's installed, you will need to register the account, so be prepared to provide your e-mail address and member ID or Social Security number.



▶ If you have questions about the app or need help installing it, call Express Scripts at **1-800-711-5672 (TTY: 711)**. They are there to help 24 hours a day, seven days a week.

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
(Sales Information is available 7 days a week
between October 1 and February 14)



Member Services

1-800-559-3500; TTY: 711

8 A.M. – 8 P.M. Pacific Time (PT) 7 days a week
Note: Between February 15 and September 30,
messages received during weekends and holidays
will be returned within one business day



Follow us on Facebook

www.facebook.com/scanhealthplan



Visit our web site

www.scanhealthplan.com

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 another language, 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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SANTA ANA CA

SCAN Health Plan® is an HMO plan with a Medicare contract. Enrollment in SCAN Health Plan depends on contract renewal. Other providers are available in our network.

Health and wellness or prevention information

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scanclub



4 Welcome to SCAN!



5 The 3 Cs of Care



7 3 Ways to Save on Meds in 2017

2017

SCAN Discount Marketplace

Your membership in SCAN Health Plan includes benefits that go beyond your doctor's office. The companies below offer discounts to SCAN members on a variety of products to help you stay healthy and independent.

Contact the companies listed directly for more information, to order products or to arrange for the services they offer. Be sure to mention that you are a SCAN member so you get the discount. You can also find more details on the offers at www.scanhealthplan.com. Search for "Discount Marketplace" in the search box at the top of any page.



CELL PHONES & SERVICE

Great Call's simplified cell phone now comes in two options:

- Jitterbug Smart phone with built-in health/safety apps: \$104.99 + monthly service fee
- Original Jitterbug Flip phone with 5Star Urgent Response: \$69.99 + monthly service fee

Both come with a free car charger and require a \$25 activation fee.

▶ **Great Call**
1-800-587-5709
www.greatcall.com/scanhealthplan

CHIROPRACTIC & OTHER SUPPLEMENTAL CARE

Up to 30% discounts on acupuncture, chiropractic care, massage, spas, yoga classes and other supplemental care.

▶ **Healthways WholeHealth Living**
1-800-274-7526
<http://scan.wholehealthmd.com>

EMERGENCY RESPONSE SERVICES/EQUIPMENT

Lively Alert mobile urgent response device with optional fall detection: \$34.99 + monthly service and \$25 activation fee.

▶ **Great Call**
1-800-587-5709
www.greatcall.com/scanhealthplan

Tunstall personal in-home emergency response system with round-the-clock monitoring 365 days a year: \$30 activation and \$16/month monitoring fee. Service calls are free.

▶ **Tunstall**
1-866-435-2617
www.tunstall.com

HEARING AIDS & SERVICES

Save up to 60% on major brands and styles. Free hearing exams, extra batteries, three-year warranty and in-office repairs. Mention code SCAN100 for an additional \$100 off a pair of hearing aids.

▶ **HearUSA**
1-800-442-8231
<https://members.hearusa.com/scan>

Complimentary hearing exams and discounts on hearing aids. Aids come with a three-year warranty, two-year supply of batteries and free routine check-ups.

▶ **Epic Hearing Health Care**
1-866-956-5400
www.epichearing.com

Discounts of up to 60% off more than 100 different hearing aid models with a three-year warranty and extra batteries. Hearing exams are \$75, with up to three follow-up visits within the first year.

▶ **TruHearing**
1-844-255-7147
www.truhearing.com

HOME CARE & PERSONAL CARE SERVICES

Contact the companies below to compare prices and services for help with light housekeeping, shopping, meal prep and personal care. Discounts are on hourly or per-visit prices for temporary or long-term care.

AccentCare
1-800-834-3059
www.accentcare.com

ComforCare Senior
1-866-931-8431
www.diamondbarca.comforcare.com

Orange County Home Care (Salus)
1-888-725-8742

Alta Home Care
1-866-279-9991
www.altahomecare.com

Comfort Keepers
1-760-340-2166

VNA Care At Home
1-877-862-4471

Cambrian Home Care
1-877-390-4300
www.caregiveroptions.com

Honor
1-323-886-9457
www.joinhonor.com

HOME-DELIVERED MEALS



Discounts up to 20% off nutritious meals delivered to your door. Special meals available for heart-healthy, diabetic-friendly or low-sodium diets.

▶ **LifeSpring Home Nutrition**
1-800-798-5767
www.lifespringmeals.com

▶ **Susan's Healthy Gourmet**
1-888-EZ-MEALS
(1-888-396-3257)
www.susanshealthygourmet.com

Mention SCAN or enter discount code "SCAN" and freshly prepared health-specific meals can be delivered to your home for just \$6.49 per meal plus shipping. Choose from more than 60 different entrees.

▶ **Mom's Meals NourishCare®**
1-877-347-3438
www.MomsMeals.com/SCAN

INCONTINENCE & HYGIENE SUPPLIES

Call the company directly for the discounts available to SCAN members on incontinence and personal hygiene supplies, as well as health and safety products.

▶ **AC Adderson Healthcare, Inc.**
1-888-737-2055
www.acadderson.com

PET INSURANCE



Save 10% on easy-to-understand and top-rated health insurance for your furry friends. Use discount code: SAVE A PET

▶ **Healthy Paws**
1-800-453-4054
<http://www.healthypawspetinsurance.com/pethealth/scanhealthplan>

TRANSPORTATION



Up to 20% off transportation services, including ambulance, taxi, wheelchair van and stretcher/gurney services.

▶ **LogistiCare Solutions, LLC**
1-877-440-7433
www.logisticare.com

▶ **National MedTrans Network**
1-844-714-2217
www.natmedtrans.com/scan-discount-marketplace

VISION SERVICES

Discounts on exams and materials, including 35% off frames when purchased with lens. Reduced cost on laser correction through U.S. Laser Network doctors.

▶ **EyeMed Vision Care**
1-844-226-2850
www.eyemedvisioncare.com

Contacts ordered online are delivered to your door in 5-7 days with free standard shipping.

▶ **ContactsDirect**
www.contactsdirect.com

WEIGHT LOSS

50% off Jenny Craig All-Access enrollment fee, plus 5% off all Jenny Craig food*

*50% discount on \$99 enrollment fee. Enrollment and monthly fees of \$19 required, plus the cost of food and shipping.

▶ **Jenny Craig**
1-877-Jenny70 (1-877-536-6970)
www.jennycraig.com/scan



The products and services described here are neither offered nor guaranteed under our contract with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to the SCAN grievance process.