

scan club

A NEWSLETTER FOR SCAN HEALTH PLAN® MEMBERS

ISSUE 5, 2020



Powering Through a Pandemic

SCAN Members Step Up to Stay Active, Connected and Inspired

Ever since COVID-19 forced its way into our everyday lives, SCAN has been hard at work. As an essential business, we remained open for business—just not at the office. Almost all of our 1,200 employees had to quickly adapt to doing their jobs from home.

Most employees were as busy—if not busier—than ever. For those who weren't, we enlisted them in a very special program. To date, more than 100,000 SCAN members have been called by SCAN's specially trained Member Outreach team. We talk to a lot of SCAN members under “normal” circumstances, but 2020 was no normal year. And these extra connections were welcome on both ends of the phone line.

While the job may have been to find out how members were doing (and how we could help), along the way we've been inspired. SCAN members are meeting today's challenges with optimism, creativity and compassion. They are finding ways to stay active, be engaged and step up to help where it's needed most. Read their stories starting on page four!

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We Accept These Awards on Behalf of... You!

The work we do at SCAN is *always* on behalf of our members. So, these are just some of the awards and recognition we accept in your honor.



FOUR YEARS RUNNING 4.5 Stars, in the CMS 5-Star quality rating system*

The 5-Star rating system is Medicare’s way of determining the quality of care and service seniors enrolled in Medicare Advantage plans are receiving from their health plans. It measures every aspect of member care, from the amount of time spent waiting in the doctor’s office to getting needed care to the help provided by our Member Services staff.



THREE YEARS RUNNING Best Insurance Companies for Medicare Advantage *U.S. News & World Report*

We’re honored to again be on the prestigious *U.S. News & World Report* list of “best” Medicare Advantage plans, one of just four in California.



THREE YEARS RUNNING 90% in Member Satisfaction, as reported in Medicare & You, 2021

In surveys sent out by Medicare, SCAN members again overwhelmingly reported they were happy with their health plan.

**4.5 out of 5 Stars rating applies to all plans offered by SCAN Health Plan from 2018 to 2021 except SCAN Healthy at Home (HMO SNP) and VillageHealth (HMO-POS SNP). Every year, Medicare evaluates plans based on a 5-star rating system.*

Customer Service Awards

Our Member Services team continues to provide award-winning service as a resource for members to understand their benefits and how to get the most from their SCAN plan.



Customer Service
Management Team
of the Year
STEVIE® Gold Sales &
Customer Service Award



Customer Service
Department of the Year
STEVIE® Silver Sales &
Customer Service Award



Customer Service
Department and
Customer Service Team
of the Year
STEVIE® Silver American
Business Awards

CEO MESSAGE

THE RECOGNITION THAT MATTERS MOST



A new year is upon us! And while we’ve all probably had just about enough of what 2020 has to offer, there were some bright spots. You might have to look hard to find them, but I encourage you to do so. In fact, I’ll share one of my highlights from 2020—and that’s joining the SCAN family.

As you may know, I became CEO of SCAN in July. It’s been a whirlwind few months, to be sure! But I’m thrilled to be leading a company that is so clearly dedicated to doing right by its members. This is an amazing organization filled with people who are working hard for you every day.

It’s also been rewarding to see the recognition SCAN has received—we’ve listed some of the achievements from the past year on the facing page. Of course, these accolades are just one way we measure how we’re doing. The recognition that matters most comes from you. I encourage you to send your feedback to **MemberServices@scanhealthplan.com**. Or, write me directly at the address on the back of this newsletter; my direct email is **SJain@scanhealthplan.com**. Every comment, every letter and every phone call we receive is carefully reviewed, considered and taken to heart.

As we welcome 2021, we also welcome the opportunity to continue serving you. Thank you for your loyalty. On behalf of the SCAN family, I wish you health and happiness in the new year.

Be well,



Sachin H. Jain, MD, MBA, FACP
President and CEO
SCAN Health Plan



I joined SCAN in January and was diagnosed with cancer six months later. Yep, 2020. SCAN has been a heaven-sent lifesaver! Highly recommend.”

– SCAN Member

Ask Member Services

Q: I’m excited about some of the new benefits from SCAN, especially BrainHQ and Healthtech. When can I start using these benefits?

A: We’re also excited about these new benefits and hope you get a lot out of them! BrainHQ and Healthtech are available to all SCAN members starting Jan. 1, 2021. See below for how to use them in the new year.



SCAN HEALTHtech
1-833-437-0555 (TTY: 711)

Open for calls 24/7 starting Jan. 1.
Call SCAN HEALTHtech for help with any health-related use of your computer, tablet or smartphone. This can include getting set up for telehealth visits, signing up for your medical group patient portal and registering for a SCAN online member account. This is another no-cost benefit, and the call is toll-free!

▶ Look for 2021 benefit info on our website starting January 1. Go to scanhealthplan.com/extras for details.



BrainHQ
scan.brainhq.com

Register on or after Jan. 1.
You’ll need a computer, tablet or smartphone to take advantage of BrainHQ. This online program is offered at no cost to SCAN members and provides tailored activities to help improve brain function, memory, attention and more.

LAUREL R.

‘I Didn’t Know I Had It in Me’

For many people, the COVID-19 shutdown has been an opportunity to try new things and discover hidden talents. After Laurel was unsatisfied with a commissioned painting of her and her boyfriend, she decided to try to paint one of her own. “It came out wonderful!” she says. “My mother was an artist and my sister paints, but I didn’t really know I had it in me. The only painting experience I had before this was when I went to one of those painting parties—and the picture I painted there was hideous!”

Since her first success at the easel, Laurel estimates she has completed more than 20 different paintings. Some, like her granddaughter’s graduation portrait, have been presents for others. All have been a gift of sorts for Laurel as she copes with being home due to the pandemic and a recent leg injury. She says, “Painting is so relaxing and very self-rewarding.”



Painting the portrait above revealed Laurel’s hidden talent to her.



MARTY C.

Ensuring the Circle Is Unbroken

When the Ventura Health and Wellness Center closed a few years ago, Marty, one of the Senior Advocates who worked at the center, arranged for a new location for the Song Circle to meet. This dedicated group of musicians continued to come together to sing and play instruments—that is, until COVID-19 made it no longer safe for the group to meet in person.

Marty pivoted once again and moved the Song Circle’s meetings to video chat. There have been some technical challenges to overcome but the group has been able to continue making music together. One unexpected benefit is that

members can now take part even if they’re traveling or they move out of the area.

Marty (who plays the guitar and several other instruments) says it was important to continue the Song Circle both for camaraderie with other musicians and the inspiration that music provides. “Music can do amazing things,” he says. “It can be transformative and aspirational (or inspirational). It makes us better people.”

SYDNEY L.

Not Wasting a Second Chance

Last March, SCAN member Sydney was recovering from surgery to remove a benign tumor on her brain. Just as her doctor cleared her to resume many of her normal activities, including being able to drive again, the COVID-19 stay-at-home orders began. “For the first few months,” she recalls, “I did what a lot of other people did—I sat on the couch and ate.”

It wasn’t long before Sydney decided she wasn’t going to

waste her new lease on life sitting on the couch. She put herself on a strict exercise schedule, and at 9 a.m. sharp three to four times a week she turned on music by The Little River Band and did an exercise routine she remembered from the SilverSneakers classes she had taken before the pandemic hit. She also did a lot of cooking, cleaning, coloring and journaling to stay active and engaged.

“*I’ve been blessed and I’m happy to be here. I feel like I’ve been given another chance to continue for awhile,” Sydney says.*

Lately, Sydney has had to adjust her schedule to fit in a new job. She’s working part-time as a cashier at a small, local hardware store. A former waitress at the same restaurant for 35 years, Sydney says, “I’ve worked all my life, except for the time after the surgery. So, even though there’s a lot to learn in this new job, it’s good for me to be moving around and for my mental health to get back into the groove of things.”

LEE C.

Inspired to ‘Think Outside Yourself’

About a decade ago, Lee began regularly bringing water, clothing and food to seniors, shelters and homeless encampments. In the years since, Lee has noticed the numbers of people in need increasing—even more so during this pandemic.

Lee now works with the faith-based, nonprofit organization The Source Christian Fellowship to provide daily meals to the homeless population and others in Orange and Los Angeles counties who aren’t otherwise able to get nutritious food.

In his work to help others, Lee says he benefits, too. “It keeps me moving and mentally sharp.” Even more importantly, he says, it has inspired him to recognize the needs of others: “In our faith, we’re taught to think outside yourself. And, that’s what has been truly fulfilling.” At the same time, it’s been more challenging than ever as Lee and his team try to keep step with the growing need. In September alone, the team provided 1,720 meals but is desperate for additional volunteers, food donations and financial support. “We welcome the help that will make it possible for us to continue to reach more people,” he says.



Orange County Supervisor Doug Chaffee (right) presented Lee with a Kindness Award in 2019.

“

If a member needs to talk, we are there to listen to them, and that helps us, too. We feel good that we’re able to do that for them.”

– SCAN Senior Advocate
Pam B.

LENA V.

Cast in a New Role

Some seniors are taking on new and unexpected roles during the pandemic. Three of SCAN member Lena’s youngest grandchildren had come to live with her only months before most schools decided to go to distance learning for the new school year. Coordinating at-home virtual class times, homework and playtime five days a week for a pre-K child, a second-grader with learning difficulties and a third-grader is a lot of work, Lena says. “Sometimes I think, ‘I’m 65 years old and I’m doing this?’

But I do what I have to do.”

Her new schedule is hectic, she says, but it’s not as overwhelming as it might have been for someone who hadn’t raised nine children of her own and worked for 15 years in a Los Angeles County elementary school. She also admits that the biggest hurdle in her new role—learning to use the new technology required for her grandchildren’s online learning—has turned out to be a blessing. “At least now I’m technology-savvy!” she says with a laugh.

Lena makes sure to get outside to walk several times a day when the grandkids have breaks, and she carves out time at the beginning and ending of the days when she can recharge and relax. Learning to not sweat the small stuff has helped, too. “Sometimes if the kids don’t want to get out of their pajamas, we comb their hair, brush their teeth and that’s that,” she says. “And some nights when there hasn’t been time to cook or take something out of the freezer, I just tell my husband ‘We’re having hot dogs!’”

KINICHI M.

Fighting for Good Health

Throughout his life, SCAN member Kinichi has regularly practiced a martial art he learned as a child growing up in Japan: bojutsu or “stick fighting.” Spending an hour every day working out with a stick, or bo, he says, has made it possible for the 79-year-old to maintain his health, live a happy life and reduce the risk of falling.

“It helps my strength, flexibility and balance. I don’t have big muscles, but I do have strength from bojutsu,” he laughs.

While Kinichi says that bojutsu has helped him be fit and healthy, he credits his daughter, an ER nurse, for making sure that he stays that way. He says: “My daughter makes sure we practice all the important safeguards during the pandemic—wear a mask, practice social distancing, sanitize our home and wash our hands often. She’s as firm as my bojutsu bo!”



How to Enjoy the Season

When Staying COVID-Free Tops Your Holiday Wish List

Even in normal times, the holiday season can be stressful or lonely for many people. This year, however, with public health orders asking us not to gather with some of the family and friends we typically see over the holidays, even the most upbeat among us may be feeling out of sorts and somewhat blue. But with an open mind, a positive attitude and a little creativity, we may still be able to find our way to a holiday filled with peace, hope and joy.

The Year’s Best Gift: No “Shoulds”

Regardless of which holiday you celebrate, accept that it will be different this year. So, give up any expectations about how you should feel or what you should be doing. Then look for opportunities that allow you to stay safe and still get a healthy dose of holiday spirit. Some ideas:

- **If you’re usually the holiday host, take advantage of the break** you’ll get this year to do what you never seem to have time for during the holidays. Go on a baking spree and share the treats with neighbors. Learn to cook a traditional dish—get a favorite recipe from family, friends or even online. If your skills lie outside the kitchen, learn a holiday song on an instrument (and then surprise family by playing it during a virtual get-together) or hand-make gifts to send to loved ones.
- **If you normally put up decorations, do so again this year**—at least the ones that matter most to you. Even easier: go for a walk or drive to check out the local light displays.
- **Don’t be a grinch about using technology.** Phone calls, emails or video chats make it possible for family and friends wherever they are to share the holidays together.
- **Look for COVID-safe events**, such as holiday movies being shown at a local drive-in theater. Many traditional events, such as tree festivals and lightings, can be viewed virtually this year.

Heed Warning Signs

Be on the lookout for signs of trouble coping. If you or a loved one is sleeping too little or too much, overeating or having no appetite, or drinking more than usual, for example, it may mean it’s time to talk with a friend, family member or doctor. Be careful not to explain away symptoms, thinking, “I’ll feel better after the holidays are over and everything’s back to normal.” And, if you are already being treated for a mental health condition, call your doctor right away if you notice new or worsening symptoms.



If it’s an emergency and you or someone you know is in danger of hurting themselves or others, **call 911** or contact one of the following 24-hour helplines:

National Suicide Prevention Lifeline
For English:
1-800-273-TALK (8255)
For Spanish: **1-888-628-9454**

The Friendship Line
1-800-971-0016
(for people 60 and older, and adults living with disabilities)

Veteran’s Crisis Line
1-800-273-TALK (8255)



Tell Us About Your 2020

As we enter a new year, we’d like to know your thoughts on 2020.

For example:

- What were your challenges?
- How did you adapt?
- How did you celebrate birthdays, holidays and other milestone events throughout the year?
- What are you hoping for most in 2021?

Write to the SCAN Club Editor. You’ll find the email address and street address on the back of this newsletter.

Masking a Hearing Problem

“*When the aids arrived they were fitted, and the results were outstanding.*”
– TruHearing hearing aid user



For most people, hearing loss is gradual, so you adapt along the way. You pick up on people’s facial expressions and do some basic lip-reading without even knowing it. As many of us have realized lately, however, a face mask takes many of those cues away. We have to speak louder and repeat ourselves more often—and sometimes even that’s not enough.

If you’re struggling with hearing, we encourage you to take advantage of your hearing benefit through TruHearing. It includes exams, fittings, batteries and your choice between two hearing aids:

- **Premium:** \$750 per hearing aid*
- **Advanced:** \$450 per hearing aid*

There is no cost for the hearing exam and you are covered for two hearing aids per year*. Contact TruHearing directly for more information and to make an appointment with a hearing care provider in your area.

TruHearing
1-844-255-7148 (TTY: 711)
truhearing.com/scan

**Members of SCAN Connections (HMO SNP), SCAN Plus (HMO), SCAN Prime (HMO) and employer-sponsored plans may have different copays and coverage. Please refer to your Evidence of Coverage.*

Ready to Catch Up on 2020 Care? Beat the Rush!

If you’ve put off any doctor’s appointments, screenings and other care—including vision and hearing tests and preventive dental services—see how much you can fit in before the end of the year. As counties and cities continue to open up for business in the months ahead, you may find longer-than-usual wait times in the new year.

Here are some tips for getting ahead of the rush:

- **Don’t wait until the last minute.** Will you need a prescription renewed soon? Find out now if your doctor will want to see you first. Haven’t had your flu shot yet? Get it now while there are adequate supplies of the vaccine.
- **If you can’t get appointments for everything now, prioritize.** What care do you need to have done first and what can be taken care of in the new year?
- **Continue to take advantage of phone or virtual visits with your doctors.** You may be able to stay on track with some of your care without having to leave home.

Not quite sure about what tests or other care you still need this year? Review your personalized 2020 Health Check Record. It’s easy to find in your SCAN online member account (see below). Still have questions? Contact your doctor’s office for guidance.

It’s Time Already! Get a SCAN Online Member Account



We know, we know... this isn’t the first time we’ve asked you to sign up for a SCAN online member account. So why do we keep repeating ourselves? Because with an online account:

- It’s fast and easy to find your plan materials and SCAN ID card.
- “Single sign-on” means you can link other health-related accounts to your SCAN online account. And that means only one password to remember!
- Member Services is available to answer your questions through secure messaging.
- Take part in Rally, our online wellness program that offers a wealth of health information, challenges and motivation.
- Those Monthly Summaries that list the health services you’ve received are in your member account whenever you need to review them.
- Pay your plan premium or schedule mail-order medications through Express Scripts PharmacySM.

We think once you sign up for a SCAN online member account, you’ll wonder why you waited so long! Go to scanhealthplan.com/register.

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)
Seven days a week from Oct. 1 – Mar. 31
Monday – Friday from Apr. 1 – Sept. 30



Follow us on Facebook
www.facebook.com/scanhealthplan



Visit our website
www.scanhealthplan.com



Go paperless!
Visit scanhealthplan.com/gogreen



Member Services
1-800-559-3500; TTY: 711
8 a.m. – 8 p.m. Pacific Time (PT)
Seven days a week from Oct. 1 – Mar. 31
Monday – Friday from April 1 – Sept. 30



REGISTER ONLINE
For all your plan info
scanhealthplan.com/register

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



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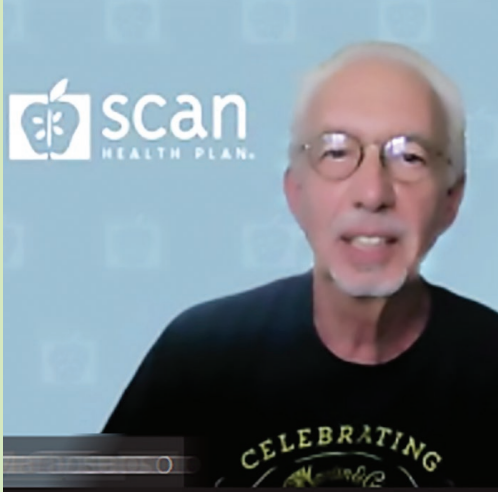
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